

**QUESTION 132**

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

**Correct Answer: B**

**QUESTION 133**

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

**Correct Answer: D**

**QUESTION 134**

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

**Correct Answer: D**

**QUESTION 135**

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1. Providing an understanding of what strategy is
  2. Ensuring a working relationship between the customer and service provider
  3. Defining how value is created
- A. 1 only
  - B. 2 only
  - C. 3 only
  - D. All of the above

**Correct Answer: D**

**QUESTION 136**

What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization

**[Download Full Version ITILFND-V4 Exam Dumps\(Updated in Feb/2023\)](#)**

- B. An agreement between the service provider and an external organization
- C. A document that describes to a customer how services will be operated on a day-to-day basis
- D. A document that describes business services to operational staff

**Correct Answer: A**

**QUESTION 137**

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
- D. Ensuring that all operational services are recorded in the service catalogue

**Correct Answer: B**

**QUESTION 138**

Which of the following are managed by facilities management?

- 1. Hardware within a data centre or computer room
  - 2. Applications
  - 3. Power and cooling equipment
  - 4. Recovery sites
- A. 1, 2 and 3 only
  - B. All of the above
  - C. 1, 3 and 4 only
  - D. 1 and 3 only

**Correct Answer: C**

**QUESTION 139**

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

**Correct Answer: A**

**QUESTION 140**

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Change management
- B. IT service continuity management
- C. Financial management for IT services
- D. Service catalog management

**Correct Answer:** B

**Explanation:**

[http://wiki.en.it-processmaps.com/index.php/ITIL\\_V3\\_Service\\_Design](http://wiki.en.it-processmaps.com/index.php/ITIL_V3_Service_Design) (See IT service continuitymanagement)

**QUESTION 141**

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

**Correct Answer:** D

**QUESTION 142**

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

**Correct Answer:** A

**QUESTION 143**

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

**Correct Answer:** C

**QUESTION 144**

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the service knowledge management system
- D. The configuration management system is part of the configuration management database

**Correct Answer:** C

**QUESTION 145**

The multi-level SLA is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level

- B. Service level
- C. Corporate level
- D. Configuration level

**Correct Answer:** D

**QUESTION 146**

Which one of the following is NOT a characteristic of a process?

- A. It is measureable
- B. It delivers specific results
- C. It responds to specific events
- D. It structure an organization

**Correct Answer:** D

**QUESTION 147**

Which areas of service management can benefit from automation?

- 1. Design and modeling
  - 2. Reporting
  - 3. Pattern recognition and analysis
  - 4. Detection and monitoring
- 
- A. 1, 2 and 3 only
  - B. 1, 3 and 4 only
  - C. 2, 3 and 4 only
  - D. All of the above

**Correct Answer:** D

**QUESTION 148**

In which of the following areas would ITIL complementary guidance provide assistance?

- 1. Adapting best practice for specific industry sectors
  - 2. Integrating ITIL with other operating models
- 
- A. Both of the above
  - B. Neither of the above
  - C. Option 1 only
  - D. Option 2 only

**Correct Answer:** A

**QUESTION 149**

Which one of the following is the BEST description of a service-based service level agreement (SLA)?

- A. An agreement with an individual customer group, covering all the services that they use

**[Download Full Version ITILFND-V4 Exam Dumps\(Updated in Feb/2023\)](#)**

- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all customers of that service

**Correct Answer: D**

**QUESTION 150**

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes which will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

**Correct Answer: D**

**QUESTION 151**

What are customers of IT services who work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

**Correct Answer: D**

**QUESTION 152**

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

**Correct Answer: A**

**Explanation:**

ServiceRequest (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

**QUESTION 153**

In which of the following should details of a workaround be documented?

- A. The service level agreement (SLA)
- B. The problem record
- C. The availability management information system
- D. The IT service plan