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Correct Answer: D

QUESTION 108

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users

Correct Answer: D

QUESTION 109

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

QUESTION 110

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

QUESTION 111

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

QUESTION 112

Which of the following activities are performed by a service desk?

1. Logging details of incidents and service requests

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- 2. Providing first-line investigation and diagnosis
- 3. Restoring service
- 4. Implementing all standard changes
- A. All of the above
- B. 1, 2 and 3 only
- C. 2 and 4 only
- D. 3 and 4 only

Correct Answer: B

QUESTION 113

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

Correct Answer: B

QUESTION 114

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

Correct Answer: B

QUESTION 115

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

QUESTION 116

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier

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D. Administrator

Correct Answer: B

QUESTION 117

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

- A. Return on investment (ROI), value on investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical success factors (CSFs), key performance indicators (KPIs), activities
- D. Technology, process and service

Correct Answer: D

QUESTION 118

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 119

Which of the following are sources of best practice?

- 1. Academic research
 - 2. Internal experience
 - 3. Industry practices
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only

Correct Answer: A

QUESTION 120

Which of the following BEST describes technical management?

- A. A function responsibilities for facilities management and building control systems
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsibilities for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT infrastructure

Correct Answer: D

QUESTION 121

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Which one of the following would NOT involve event management?

- A. Intrusion detection
- B. Recording and monitoring environmental conditions in the data centre
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

Correct Answer: C

Explanation:

http://wiki.en.it-processmaps.com/index.php/Event_Management

QUESTION 122

Which of the following are types of service defined in ITIL?

- 1. Enabling
 - 2. Core
 - 3. Enhancing
 - 4. Computer
-
- A. 1, 3 and 4 only
 - B. 2, 3 and 4 only
 - C. 1, 2 and 4 only
 - D. 1, 2 and 3 only

Correct Answer: D

QUESTION 123

Which of the following statements about service asset and configuration management is/are CORRECT?

- 1. A configuration item (CI) can exist as part of any number of other CIs at the same time
 - 2. Choosing which CIs to record will depend on the level of control an organization wishes to exert.
-
- A. 1 only
 - B. 2 only
 - C. Both of the above
 - D. Neither of the above

Correct Answer: C

QUESTION 124

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

Correct Answer: B

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QUESTION 125

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

Correct Answer: A

QUESTION 126

Which of these should a change model include?

1. The steps that should be taken to handle the change
 2. Responsibilities; who should do what, including escalation
 3. Timescales and thresholds for completion of the actions
 4. Complaints procedures
- A. 1, 2 and 3 only
 - B. All of the above
 - C. 1 and 3 only
 - D. 2 and 4 only

Correct Answer: A

QUESTION 127

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

Correct Answer: A

QUESTION 128

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management
- B. Service portfolio management
- C. Service desk
- D. Business relationship management

Correct Answer: D

QUESTION 129

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware