

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

service

- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

**Correct Answer:** A

### **QUESTION 173**

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

**Correct Answer:** B

### **QUESTION 174**

Which of the following would be examined by a major problem review?

- 1. Things that were done correctly
- 2. Things that were done incorrectly
- 3. How to prevent recurrence
- 4. What could be done better in the future

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

**Correct Answer:** D

### **QUESTION 175**

Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

**Correct Answer:** B

### **QUESTION 176**

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents

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

D. Restoring normal service operation as quickly as possible

**Correct Answer: D**

### **QUESTION 177**

Which one of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

**Correct Answer: D**

### **QUESTION 178**

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modeled
- D. Service value is visible to customers

**Correct Answer: D**

### **QUESTION 179**

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

- A. The SLA covers one service, for all the customers of that service
- B. The SLA covers an individual customer group for all services they use
- C. An SLA that covers all customers for all services
- D. An SLA for a service with no customers

**Correct Answer: A**

### **QUESTION 180**

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- A. A capacity database
- B. A definitive media library
- C. A request for change
- D. A knownerror database

**Correct Answer: D**

### **QUESTION 181**

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful

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

D. It is designed to be used to manage projects

**Correct Answer:** B

### **QUESTION 182**

Which of these recommendations is best practice for service level management?

1. Include legal terminology in service level agreements (SLAs)
2. It is NOT necessary to be able to measure all the targets in an SLA

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Correct Answer:** D

### **QUESTION 183**

Which stage of the change management process deals with what should be done if the change is unsuccessful?

- A. Remediation planning
- B. Categorization
- C. Prioritization
- D. Review and close

**Correct Answer:** A

### **QUESTION 184**

The definitive media library is the responsibility of:

- A. Facilities management
- B. Access management
- C. Request fulfillment
- D. Service asset and configuration management

**Correct Answer:** D

### **QUESTION 185**

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

**Correct Answer:** B

### **QUESTION 186**

Which statement about the service portfolio is TRUE?

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

- A. The service portfolio includes all services except those managed by third parties
- B. It is an integral part of the service catalogue
- C. It allows the organization unlimited resources when planning for new service deployments
- D. It represents all resources presently engaged or being released in various stages of the service lifecycle

**Correct Answer:** D

**Explanation:**

[http://docs.livetime.com/LiveTime61/ServiceManager/service\\_portfolio\\_management.htm](http://docs.livetime.com/LiveTime61/ServiceManager/service_portfolio_management.htm)

(Second para)

### **QUESTION 187**

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management
- B. Financial management
- C. Demand management
- D. Risk management

**Correct Answer:** B

### **QUESTION 188**

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services are included
- B. All changes are mandated to be included
- C. Only changes to business critical systems are included
- D. Any changes that would benefit the organization are included

**Correct Answer:** D

### **QUESTION 189**

Which of the following are benefits to the business of implementing service transition?

1. Better reuse and sharing of assets across projects and resources
2. Reduced cost to design new services
3. Result in higher volume of successful changes

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. None of the above

**Correct Answer:** C

### **QUESTION 190**

Which of the following identifies the purpose of design coordination?

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

- A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
- B. Ensuring all service designs have availability designed into them
- C. Designing of all the links between every service design process and all other processes in the service lifecycle
- D. Control of all supplier relationships from design right through to the production environment

**Correct Answer: A**

### **QUESTION 191**

A Service design package (SDP) would normally be produced for which of the following?

- 1. A new IT service
- 2. A major change to an IT service
- 3. An emergency change to an IT service
- 4. An IT service retirement

- A. 2, 3 and 4 only
- B. 1, 2 and 4 only
- C. None of the above
- D. All of the above

**Correct Answer: B**

### **QUESTION 192**

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

**Correct Answer: B**

### **QUESTION 193**

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the service desk can be logged
- C. All incidents must be fully logged
- D. The service desk decide which incidents to log

**Correct Answer: C**

### **QUESTION 194**

Which types of communication would the functions within service operation use?

- 1. Communication between data centre shifts
- 2. Communication related to changes
- 3. Performance reporting