

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

Correct Answer: A

QUESTION 305

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

Correct Answer: B

QUESTION 306

Which of the following activities are responsibilities of a Supplier Manager?

- 1. Negotiating and agreeing Contracts
 - 2. Updating the Supplier and Contract database
 - 3. Planning for possible closure, renewal or extension of contracts
 - 4. Managing relationships with internal suppliers
- A. 1, 2 and 3 only
 - B. 1, 3 and 4 only
 - C. 2, 3 and 4 only
 - D. None of the above

Correct Answer: A

QUESTION 307

Which of the following is NOT a responsibility of service transition?

- A. To ensure that a service can be managed, operated and supported within constraints specified by design
- B. To design and develop capabilities for service management
- C. To provide quality knowledge of change and release and deployment management
- D. To plan the resource requirements to manage a release

Correct Answer: B

QUESTION 308

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
- D. Service Catalogue and Service Portfolio are different names for the same thing

Correct Answer: C

QUESTION 309

What is the definition of an Alert?

- A. An error message to the user of an application
- B. An audit report that indicates areas where IT is not performing according to agreed procedures
- C. A warning that a threshold has been reached or that something has changed
- D. A type of Incident

Correct Answer: C

QUESTION 310

Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

- A. Continual Service Improvement
- B. Service Transition
- C. Service Design
- D. Service Operation

Correct Answer: D

QUESTION 311

As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

- 1. An internal service provider embedded within a business unit
 - 2. An internal service provider that provides shared IT services
 - 3. An external service provider
-
- A. All of the above
 - B. 1 and 2 only
 - C. 1 and 3 only
 - D. 2 and 3 only

Correct Answer: A

QUESTION 312

A consultant has made two recommendations to you in a report:

- 1. To include legal terminology in your 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 313

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

- A. Service Operation
- B. Service Strategy
- C. Service Transition
- D. Continual Service Improvement

Correct Answer: C

QUESTION 314

The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

- A. Continual Service Improvement
- B. Service Strategy
- C. Service Design
- D. Service Transition

Correct Answer: B

QUESTION 315

How is the Service Catalogue used to add value to the service provider organization?

- A. Providing a central source of information on the IT services delivered
- B. Showing the business impact of a change
- C. Displaying the relationships between configuration items
- D. To predict the root cause of issues in the IT infrastructure

Correct Answer: A

QUESTION 316

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
- B. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- C. Produce and maintain all necessary Service Transition packages
- D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answer: C

QUESTION 317

Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

1. Assessing the impact and cause of Incidents and Problems

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

2. Assessing the impact of proposed Changes
3. Planning and designing a Change to an existing service
4. Planning a technology refresh or software upgrade

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

Correct Answer: B

QUESTION 318

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- D. An SLA is with an external customer, an OLA is with an internal customer

Correct Answer: A

QUESTION 319

What is the Service Pipeline?

- A. All services that are at a conceptual or development stage
- B. All services except those that have been retired
- C. All services that are contained within the Service Level Agreement (SLA)
- D. All complex multi-user services

Correct Answer: A

QUESTION 320

In which of the following situations should a Problem Record be created?

- A. An event indicates that a redundant network segment has failed but it has not impacted any users
- B. An Incident is passed to second-level support
- C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents
- D. Incident Management has found a workaround but needs some assistance in implementing it

Correct Answer: C

QUESTION 321

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1. Progress
2. Effectiveness
3. Efficiency
4. ?

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

- A. Cost
- B. Conformance
- C. Compliance
- D. Capacity

Correct Answer: C

QUESTION 322

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

- A. Service Transition
- B. Risk Management
- C. IT Service Continuity Management
- D. Availability Management

Correct Answer: A

QUESTION 323

Which of the following is one of the primary objectives of Service Strategy?

- A. To design and build processes that will meet business needs
- B. To provide detailed specifications for the design of IT services
- C. To transform Service Management into a strategic asset
- D. To underscore the importance of services in the global economy

Correct Answer: B

QUESTION 324

Which of the following is the goal or 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 325

Match the following activities with the Deming Cycle stages

- 1. Monitor, Measure and Review
 - 2. Continual Improvement
 - 3. Implement Initiatives
 - 4. Plan for Improvement
-
- A. 1 Plan, 2 Do, 3 Check, 4 Act
 - B. 3 Plan, 2 Do, 4 Check, 1 Act
 - C. 4 Plan, 3 Do, 1 Check, 2 Act