



The ITIL® 4 Foundation Examination

Sample Paper 1

Question Booklet

Multiple Choice

Examination Duration: 1 Hour

Instructions

- 1. You should attempt all 40 questions. Each question is worth one mark.**
- 2. There is only one correct answer per question.**
- 3. You need to answer 26 questions correctly to pass the exam.**
- 4. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).**
- 5. You have 60 minutes to complete this exam.**
- 6. This is a 'closed book' exam. No material other than the exam paper is allowed.**

- 1) Which practice is responsible for moving components to live environments?
 - A. Change control
 - B. Release management
 - C. IT asset management
 - D. Deployment management

- 2) Which practice includes the classification and ownership of queries and requests from users?
 - A. Service desk
 - B. Incident management
 - C. Change control
 - D. Service level management

- 3) Which practice identifies metrics that reflect the customer's experience of a service?
 - A. Continual improvement
 - B. Service desk
 - C. Service level management
 - D. Problem management

- 4) What is the PRIMARY use of a change schedule?
 - A. To support 'incident management' and improvement planning
 - B. To manage emergency changes
 - C. To plan changes and help avoid conflicts
 - D. To manage standard changes

- 5) Which service management dimension is focused on activities and how these are coordinated?
- A. Organizations and people
 - B. Information and technology
 - C. Partners and suppliers
 - D. Value streams and processes

- 6) How does categorization of incidents assist the 'incident management' practice?
- A. It helps direct the incident to the correct support area
 - B. It determines the priority assigned to the incident
 - C. It ensures that incidents are resolved in timescales agreed with the customer
 - D. It determines how the service provider is perceived

- 7) Identify the missing word(s) in the following sentence.

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve.

- A. the warranty
 - B. outcomes
 - C. the utility
 - D. outputs
- 8) Which is a recommendation of the 'continual improvement' practice?
- A. There should at least be a small team dedicated to leading 'continual improvement' efforts
 - B. All improvements should be managed as multi-phase projects
 - C. 'Continual improvement' should be isolated from other practices
 - D. External suppliers should be excluded from improvement initiatives

- 9) Which is a potential benefit of using an IT service management tool to support the 'incident management' practice?
- A. It may ensure that the cause of incidents is identified within agreed times
 - B. It may provide automated matching of incidents to problems or known errors
 - C. It may ensure that supplier contracts are aligned with the needs of the service provider
 - D. It may provide automated resolution and closure of complex incidents
- 10) Which role submits service requests?
- A. The user, or their authorized representative
 - B. The customer, or their authorized representative
 - C. The sponsor, or their authorized representative
 - D. The supplier, or their authorized representative
- 11) Which practice provides a single point of contact for users?
- A. Incident management
 - B. Change control
 - C. Service desk
 - D. Service request management
- 12) Which guiding principle recommends that the four dimensions of service management are considered?
- A. Think and work holistically
 - B. Progress iteratively with feedback
 - C. Focus on value
 - D. Keep it simple and practical

13) Which would be supported by the 'service request management' practice?

- A. A request to authorize a change that could have an effect on a service
- B. A request from a user for something which is a normal part of service delivery
- C. A request to restore service after a service interruption
- D. A request to investigate the cause of multiple related incidents

14) Which practice is the responsibility of everyone in the organization?

- A. Service level management
- B. Change control
- C. Problem management
- D. Continual improvement

15) Identify the missing word in the following sentence.

The purpose of the 'information security management' practice is to [?] the organization's information.

- A. store
- B. provide
- C. audit
- D. protect

16) Which guiding principle recommends collecting data before deciding what can be re-used?

- A. Focus on value
- B. Start where you are
- C. Keep it simple and practical
- D. Progress iteratively with feedback

- 17) Which is NOT usually included as part of incident management?
- A. Scripts for collecting initial information about incidents
 - B. Formalized procedures for logging incidents
 - C. Detailed procedures for the diagnosis of incidents
 - D. The use of specialized knowledge for complicated incidents
- 18) Which describes the nature of the guiding principles?
- A. Guiding principles can guide an organization in all circumstances
 - B. Each guiding principle mandates specific actions and decisions
 - C. An organization will select and adopt only one of the seven guiding principles
 - D. Guiding principles describe the processes that all organizations must adopt
- 19) Which statement about a change authority is CORRECT?
- A. A single change authority should be assigned to authorize all types of change and change models
 - B. A change authority should be assigned for each type of change and change model
 - C. Normal changes are pre-authorized and do not need a change authority
 - D. Emergency changes can be implemented without authorization from a change authority
- 20) Which practice has the purpose of making new and changed services and features available for use?
- A. Change control
 - B. Service request management
 - C. Release management
 - D. Deployment management

21) Which value chain activity ensures people understand the organization's vision?

- A. Improve
- B. Plan
- C. Deliver and support
- D. Obtain/build

22) Which statement about the value chain activities is CORRECT?

- A. Every practice belongs to a specific value chain activity
- B. A specific combination of value chain activities and practices forms a service relationship
- C. Service value chain activities form a single workflow that enables value creation
- D. Each value chain activity contributes to the value chain by transforming specific inputs into outputs

23) What is the purpose of the 'supplier management' practice?

- A. To ensure that the organization's suppliers and their performance are managed appropriately to support the seamless provision of quality products and services
- B. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- C. To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling, and delivery activities
- D. To ensure that accurate and reliable information about the configuration of suppliers' services is available when and where it is needed

24) What are the two types of cost that a service consumer should evaluate?

- A. The price of the service, and the cost of creating the service
- B. The costs removed by the service, and the costs imposed by the service
- C. The cost of provisioning the service, and the cost of improving the service
- D. The cost of software, and the cost of hardware

- 25) Which is a purpose of the 'service desk' practice?
- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
 - B. To maximize the number of successful IT changes by ensuring risks are properly assessed
 - C. To capture demand for incident resolution and service requests
 - D. To set clear business-based targets for service performance
- 26) How should an organization adopt continual improvement methods?
- A. Use a new method for each improvement the organization handles
 - B. Select a few key methods for the types of improvement that the organization handles
 - C. Build the capability to use as many improvement methods as possible
 - D. Select a single method for all improvements that the organization handles
- 27) Which ITIL concept describes governance?
- A. The seven guiding principles
 - B. The four dimensions of service management
 - C. The service value chain
 - D. The service value system
- 28) Which is a recommendation of the 'service desk' practice?
- A. Service desks should avoid the use of automation
 - B. Service desks should be highly technical
 - C. Service desks should understand the wider organization
 - D. Service desks should be a physical team in a single fixed location

- 29) Which guiding principle recommends organizing work into smaller, manageable sections that can be executed and completed in a timely manner?
- A. Focus on value
 - B. Start where you are
 - C. Progress iteratively with feedback
 - D. Collaborate and promote visibility
- 30) What is a standard change?
- A. A change that is well understood, fully documented and pre-authorized
 - B. A change that needs to be assessed, authorized, and scheduled by a change authority
 - C. A change that doesn't need a risk assessment because it is required to resolve an incident
 - D. A change that is assessed, authorized, and scheduled as part of 'continual improvement'
- 31) What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?
- A. A change request is submitted to change control
 - B. Problem management restores the service as soon as possible
 - C. The problem remains in the known error status
 - D. The problem record is deleted
- 32) What is the definition of change?
- A. To add, modify or remove anything that could have a direct or indirect effect on services
 - B. To ensure that accurate and reliable information about the configuration of services is available
 - C. To make new and changed services and features available for use
 - D. To move new or changed hardware, software, or any other component to live environments

33) What is the definition of an event?

- A. Any change of state that has significance for the management of a service or other configuration item
- B. Any component that needs to be managed in order to deliver an IT service
- C. An unplanned interruption to a service or reduction in the quality of a service
- D. Any financially valuable component that can contribute to the delivery of an IT product or service

34) Which describes outcomes?

- A. Tangible or intangible deliverables
- B. Functionality offered by a product or service
- C. Results desired by a stakeholder
- D. Configuration of an organization's resources

35) Which is NOT a key focus of the 'information and technology' dimension?

- A. Security and compliance
- B. Communication systems and knowledge bases
- C. Workflow management and inventory systems
- D. Roles and responsibilities

36) Which practices are typically involved in the implementation of a problem resolution?

- 1. Continual improvement
 - 2. Service request management
 - 3. Service level management
 - 4. Change control
-
- A. 1 and 2
 - B. 2 and 3
 - C. 3 and 4
 - D. 1 and 4

- 37) Which is a key consideration for the guiding principle 'keep it simple and practical'?
- A. Try to create a solution for every exception
 - B. Understand how each element contributes to value creation
 - C. Ignore the conflicting objectives of different stakeholders
 - D. Start with a complex solution, then simplify
- 38) What should be done first when applying the 'focus on value' guiding principle?
- A. Identify the outcomes that the service facilitates
 - B. Identify all suppliers and partners involved in the service
 - C. Determine who the service consumer is in each situation
 - D. Determine the cost of providing the service
- 39) A service provider describes a package that includes a laptop with software, licences, and support. What is this package an example of?
- A. Value
 - B. An outcome
 - C. Warranty
 - D. A service offering
- 40) What is the definition of warranty?
- A. A tangible or intangible deliverable that is produced by carrying out an activity
 - B. The assurance that a product or service will meet agreed requirements
 - C. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
 - D. The functionality offered by a product or service to meet a particular need