The ITIL® 4 Foundation Examination

Sample Paper 1

Question Booklet

Multiple Choice

Examination Duration: 60 minutes

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.

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1) How does categorization of incidents assist incident management?

    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 times agreed with the customer

    D. It determines how the service provider is perceived

2) Which value chain activity creates service components?

    A. Improve

    B. Engage

    C. Obtain/build

    D. Deliver and support

3) 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

4) 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

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5) Which two needs should 'change control' BALANCE?

   1. The need to assess risks and expected benefits
   2. The need to manage a change schedule
   3. The need to make beneficial changes
   4. The need to protect customers and users

   A. 1 and 2
   B. 2 and 3
   C. 3 and 4
   D. 1 and 4

6) 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

7) Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

   A. Engage
   B. Design and transition
   C. Obtain/build
   D. Deliver and support

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8) 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

9) 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

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

    A. Service level management

    B. Change control

    C. Problem management

    D. Continual improvement

11) How does 'service request management' contribute to 'obtain/build' value chain activity?

    A. It analyzes data to identify opportunities to provide new service request options

    B. It ensures users continue to be productive when they need assistance from the service provider

    C. It acquires pre-approved service components to help fulfil service requests

    D. It collects user-specific requirements, sets expectations and provides status updates

12) A service provider describes a package that includes a laptop with software, licenses, and support. What is this package an example of?

   A. Value
   B. An outcome
   C. Warranty of a service
   D. A service offering

13) What should be included in every service level agreement?

   A. Details of the system-based metrics used
   B. A technical description of the service components
   C. Clearly defined service outcomes
   D. Legal language

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

   A. The cost of creating the service, and the cost charged for 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 purchasing software, and the cost of purchasing hardware

15) Which is a benefit of using an IT service management tool to support incident management?

   A. It can ensure that incidents are resolved within agreed times
   B. It can provide automated matching of incidents to problems or known errors
   C. It can ensure that supplier contracts are aligned with the needs of the service provider
   D. It can provide automated resolution and closure of complex incidents

16) What is the first step of the guiding principle 'focus on value'?

    A. Identify the outcomes that the service facilitates
    B. Identify all suppliers and partners that are involved in the service
    C. Determine who the service consumer is in each situation
    D. Determine the cost of providing the service

17) Which practice provides a single point of contact for users?

    A. Incident management
    B. Change control
    C. Service desk
    D. Service request management

18) What is a standard change?

    A. A change that doesn't need risk assessment because the procedure has been pre-authorized
    B. A change that needs to be assessed, authorized, and scheduled by a change authority
    C. A change that doesn't need risk assessment because it is required to resolve an incident
    D. A change that is assessed, authorized and scheduled as part of 'continual improvement'

19) 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

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20) What is the purpose of 'supplier management'?

    A. To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, 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 supplier's services is available when and where it is needed

21) Which describes the nature of the guiding principles?

    A. A guiding principle can guide an organization in all circumstances

    B. Each guiding principle mandates specific actions and decisions

    C. An organization will select one of the principles to adopt

    D. Guiding principles describe the processes that all organizations must adopt

22) 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

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23) 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

24) Which describes outcomes?

    A. Tangible or intangible deliverables

    B. Functionality offered by a product or service

    C. Results for a stakeholder

    D. Configuration of an organization's resources

25) Which is a recommendation of the 'continual improvement' practice?

    A. There should 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

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26) 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

27) 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

28) Which is a recommendation of the 'service desk' practice?

  A. Service desks should never use technologies such as SMS and chat functions
  B. Service desks should be highly technical functions
  C. Service desks should have a practical understanding of the wider business
  D. Service desks should always be a physical team in a single fixed location

29) How should an organization adopt 'continual improvement' methods?

  A. Use a new method for each improvement that the organization handles
  B. Select a few key methods to suit 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

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30) Which value chain activity includes presenting workarounds to users via a service portal?

    A. Plan

    B. Improve

    C. Engage

    D. Obtain/build

31) 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

32) How does 'service request management' contribute to 'design and transition' activity?

    A. By collecting user-specific request requirements

    B. By acquiring pre-approved service components

    C. By providing service request trend and quality information

    D. By initiating standard changes to fulfil service requests

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

    A. Improve

    B. Plan

    C. Deliver and support

    D. Obtain/build

34) What is the definition of an event?

   A. Any change of state that has significance for the management of a configuration item or IT service

   B. Any component that needs to be managed in order to deliver an IT service

   C. The ability of an IT service or other configuration item to perform its agreed function when required

   D. Any valuable component that can contribute to delivery of an IT product or service

35) What is defined as the ability of a configuration item to perform its agreed function when required?

   A. Availability

   B. Service management

   C. Event

   D. Known Error

36) 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 flow that enables value creation

   D. Each value chain activity contributes to the value chain by transforming specific inputs into outputs

37) Which describes the principle 'think and work holistically'?

   A. Conducting a review of existing service management practices and decide what to keep and what to discard

   B. Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

   C. Reviewing service management practices and removing any unnecessary complexity

   D. Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

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38) Which practice is responsible for moving components to live environments?

   A. Change control
   B. Release management
   C. IT asset management
   D. Deployment management

39) 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 conflicting objectives of different stakeholders
   D. Start with a complex solution, then simplify

40) Which is NOT usually included as part of 'incident management'?

   A. Scripts for collecting initial information about incidents
   B. Formalized processes for logging incidents
   C. Detailed procedures for the diagnosis of incidents
   D. Use of specialized knowledge for complicated incidents

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