DBCLOUD
EXAMS

QUESTIONS & ANSWERS

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Technology Provider: PeopleCert

Exam: ITIL 4 Foundation

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Topic 1 - Single Topic

Question #1*Topic 1*

How are target resolution times used in the 'incident management' practice?

A. They are agreed, documented, and communicated to help set user expectations

B. They are established, reviewed, and reported to ensure that customers are happy with the service

C. They are initiated, approved, and managed to ensure that predictable responses are achieved

D. They are scheduled, assessed and authorized to reduce the risk of service failures

Correct Answer: *A*

Question #2

Why should some service requests be fulfilled with no additional approvals?

A. To ensure that spending is properly accounted for

B. To ensure that information security requirements are met

C. To streamline the fulfilment workflow

D. To set user expectations for fulfilment times

Correct Answer: *C*

Question #3*Topic 1*

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

A. Service offering

B. Service provision

C. Service management

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D. Service consumption

Correct Answer: *C*

Question #4*Topic 1*

Which gives a user access to a system?

A. Service requirement

B. Service agreement

C. Service consumption

D. Service provision

Correct Answer: *D*

Question #5*Topic 1*

Which statement about managing incidents is CORRECT?

A. Low impact incidents should be resolved efficiently, making logging unnecessary

B. The 'incident management' practice should use a single process regardless of the impact of the incident

C. Low impact incidents should be resolved efficiently so the resource required is reduced

D. Incidents with the lowest impact should be resolved first

Correct Answer: *C*

Question #6*Topic 1*

Which statement about the service value chain is CORRECT?

A. The service value chain converts value into demand

B. Each value chain activity uses different combinations of practices to convert inputs into outputs

C. Each value chain activity identifies a requirement for resources from an external supplier

D. The service value chain uses value streams to describe a combination of consumers and providers

Correct Answer: *B*

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