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ITIL V4 Foundation

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**QUESTION 1**

Which guiding principle describes the importance of doing something, instead of spending a long time analysing different options?

- A. Optimize and automate
- B. Start where you are
- C. Focus on value
- D. Progress iteratively with feedback

Correct Answer: D

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**QUESTION 2**

Which two are considered part of the 'organizations and people' dimension of service management?

1.Systems of authority 2.Culture 3.Relationships between organizations 4.Workflows

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

Correct Answer: A

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**QUESTION 3**

What are the types of asset management?

- A. IT asset management and software asset management
- B. Operational and technical management
- C. IT asset management and technical management
- D. Operational management and IT asset management

Correct Answer: A

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**QUESTION 4**

What BEST describes the value of continual service improvement to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It results in gradual improvement in cost effectiveness
- C. It improves governance by building controls into service designs
- D. It provides quick and effective access to standard services

Correct Answer: B

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#### **QUESTION 5**

What BEST describes the purpose of analyzing risk?

- A. To assess impact and urgency
- B. To assess impact and probability
- C. To review remediation planning
- D. To review transition planning

Correct Answer: B

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#### **QUESTION 6**

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The roles and responsibilities for incident and problem resolution
- C. The naming convention and expected frequency of each type of release
- D. The naming convention for all configuration items (CI) recorded in the configuration management system (CMS)

Correct Answer: C

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#### **QUESTION 7**

What is an objective of event management?

- A. To maintain user satisfaction with the quality of IT services
- B. To detect changes of state that have significance for management of an IT service
- C. To provide a channel for users to receive standard services that they are expecting
- D. To minimize the impact of incidents due to service failures that cannot be prevented

Correct Answer: B

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#### QUESTION 8

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Monitoring and event management
- B. Incident management
- C. Service level management
- D. IT asset management

Correct Answer: C

Reference: <https://advisera.com/20000academy/blog/2019/06/17/sfia-and-itil-a-winning-combination-for-itbusinesses/>

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#### QUESTION 9

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier
- D. Administrator

Correct Answer: B

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#### QUESTION 10

Where are the details of core and enhancing service provided?

- A. The definitive media library.
- B. The configuration management system.
- C. The service portfolio.
- D. The service catalogue.

Correct Answer: D

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#### QUESTION 11

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Which TWO of the following statements are MOST associated with the optimize and automate\\' guiding principle?

1.

It is important to assess which method of communication is appropriate \\or each type of stakeholder.

2.

Complex systems should be designed with an understanding of how the components\\' parts are related.

3.

Organizations should consider whether technology could improve the efficiency\\' manual processes. 4 It is important to understand the organization\\'s objectives when assessing the impact of potential improvements.

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: C

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## QUESTION 12

Which two statements about the \\'service request management\\' practice are CORRECT?

1.

Service requests are part of normal service delivery

2.

Complaints can be handled as service requests

3.

Service requests result from a failure in service

4.

Normal changes should be handled as service requests

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: A

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**QUESTION 13**

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

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**QUESTION 14**

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

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**QUESTION 15**

For which purpose would the continual improvement practice use a SWOT analysis?

- A. Understanding the current state
- B. Defining the future desired state
- C. Tracking and managing ideas
- D. Ensuring everyone actively participates

Correct Answer: A

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