



# ITILFND<sup>Q&As</sup>

ITIL V4 Foundation

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### QUESTION 1

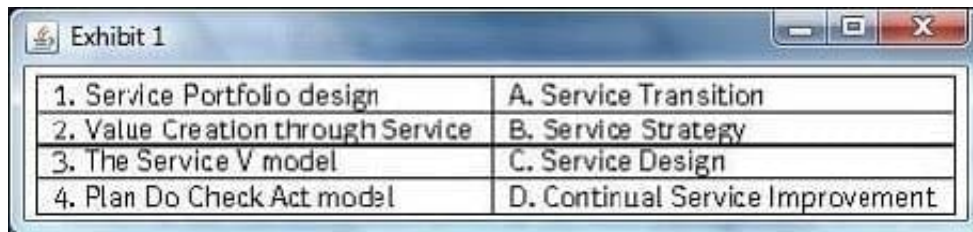
What is the purpose of the 'information security management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To observe services and service components
- C. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- D. To plan and manage the full lifecycle of all IT assets

Correct Answer: A

### QUESTION 2

Which is the correct combination of Service Management terms across the Lifecycle?



1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

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

Correct Answer: C

### QUESTION 3

Which practice recommends that organizations develop competencies in techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?

- A. Service request management
- B. Continual improvement
- C. Change enablement
- D. Incident management



Correct Answer: B

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#### QUESTION 4

Which service management dimension is focused on activities and how these are coordinated?

- A. Partners and suppliers
- B. Information and technology
- C. Value streams and processes
- D. Organizations and people

Correct Answer: C

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#### QUESTION 5

What are the processes within Service Operation?

- A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
- B. Event Management, Incident Management, Change Management and Access Management
- C. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management
- D. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

Correct Answer: A

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#### QUESTION 6

A process owner is responsible for which of the following?

- 1.  
Defining the process strategy
- 2.  
Assisting with process design
- 3.  
Improving the process
- 4.  
Performing all activities involved in a process

A. 2, 3 and 4 only

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

Correct Answer: C

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#### QUESTION 7

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

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#### QUESTION 8

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

Correct Answer: C

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#### QUESTION 9

Why should service desk staff detect recurring issues?

- A. To help identify problems
- B. To escalate incidents to the correct support team
- C. To ensure effective handling of service requests
- D. To engage the correct change authority

Correct Answer: A

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#### QUESTION 10

Which of the following identify the purpose of business relationship management?

1.

To establish and maintain a business relationship between service provider and customer

2.

To identify customer needs and ensure that the service provider is able to meet

A. Both of the above

B. 1 only

C. 2 only

D. Neither of the above

Correct Answer: A

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#### QUESTION 11

Which of the following is NOT an objective of the Operations Management function?

A. Swift application of skills to diagnose any IT Operations failures that occur

B. Regular scrutiny and improvements to achieve improved service at reduced costs

C. First line Incident investigation and diagnosis logged by users

D. Maintenance of status quo to achieve stability of day to day processes and activities

Correct Answer: C

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#### QUESTION 12

Remediation planning is a key part of which process?

A. Capacity management

B. Change management

C. Financial management for IT services

D. Availability management

Correct Answer: B

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#### QUESTION 13

Which practice handles all pre-defined user-initiated service actions?

- A. Deployment management
- B. Incident management
- C. Service level management
- D. Service request management

Correct Answer: D

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#### QUESTION 14

Which is an outcome of service design?

- A. User training and awareness for the service is maximized
- B. Services and operational quality are enhanced
- C. Standard Services are provided quickly and efficiently across the business
- D. Expectations setting of all stakeholders for the services improved

Correct Answer: B

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#### QUESTION 15

Which process has the following objective, \"Produce service design packages (SDPs) based on service charters and change requests\"?

- A. Service transition planning and support
- B. Design coordination
- C. Service level management
- D. Change management

Correct Answer: B

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