
75 Practice questions for ITIL 4 certification

Which guiding principle helps to ensure that better information is available for decision making?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Optimize and automate
- D. Collaborate and promote visibility

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Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Information security management
- B. Monitoring and event management
- C. Incident management
- D. Change enablement

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Which describes a standard change?

- A. A change that needs to be scheduled, assessed and authorized following a defined process
- B. A change that is typically implemented as a service request
- C. A high-risk change that needs very thorough assessment
- D. A change that must be implemented as soon as possible

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How does information about problems and known errors contribute to 'incident management'?

- A. It enables quick and efficient diagnosis of incidents
- B. It removes the need for regular customer updates
- C. It removes the need for collaboration during incident resolution
- D. It enables the reassessment of known errors

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Which practice owns and manages issues, queries and requests from users?

- A. Incident management
- B. Service desk
- C. Change Enablement
- D. Problem management

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What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. An IT asset
- B. A customer
- C. A configuration item (CI)
- D. A user

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Which stakeholders co-create value in a service relationship?

- A. Investor and supplier
- B. Consumer and provider
- C. Provider and supplier
- D. Investor and consumer

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What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Customer engagement
- C. Value realization
- D. The application of practices

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Which statement about outcomes is **CORRECT**?

- A. Outcomes are one or more services that fulfill the needs of a service consumer
- B. Service providers help service consumers achieve outcomes
- C. Outcomes help service consumers achieve outputs
- D. Helping service consumers achieve outcomes reduces service provider costs

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Which skill is an essential part of the 'service level management' practice?

A. Technical knowledge

B. Listening

C. Diagnosis

D. Problem analysis

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What are the three phases of 'problem management'?

- A. Problem logging, problem classification, problem resolution
- B. Incident management, problem management, change Enablement
- C. Problem identification, problem control, error control
- D. Problem analysis, error identification, incident resolution

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Which is a purpose of the 'engage' value chain activity?

- A. Meeting expectations for quality, costs and time-to-market
- B. Providing transparency and good relationships
- C. Ensuring the continual improvement of services
- D. Ensuring that the organization's vision is understood

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- D. Ensuring that the organization's vision is understood

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the **[?]** that support them, is available when and where it is needed.

- A. suppliers
- B. CIs
- C. customers
- D. assets

Identify the missing word in the following sentence.

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- A. suppliers
- B. **CI**s
- C. customers
- D. assets

What is described by the service value system?

- A. How all the components and activities of the organization work together as a system to enable value creation
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
- D. How to apply the systems approach of the guiding principle think and work holistically

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Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Problem management
- B. Supplier management
- C. Release management
- D. Service desk

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What is defined as any component that needs to be managed in order to deliver an IT service?

- A. A service request
- B. A configuration item (CI)
- C. An incident
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Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Think and work holistically
- D. Keep it simple and practical

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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

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What is an IT asset?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. The removal of anything that could have a direct or indirect effect on services

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Which dimension includes a workflow management system?

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

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Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

A. information

B. costs

C. utility

D. warranty

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Which of these should be logged and managed as a problem?

- A. A user requests delivery of a laptop
- B. A monitoring tool detects a change of state for a service
- C. Trend analysis shows a large number of similar incidents
- D. 'Continual improvement' needs to prioritize an improvement opportunity

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In which **TWO** situations should the ITIL guiding principles be considered?

1. In every initiative
2. In relationships with all stakeholders
3. Only in specific initiatives where the principle is relevant
4. Only in specific stakeholder relationships where the principle is relevant

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Which guiding principle recommends coordinating all dimensions of service management?

- A. Start where you are
- B. Progress iteratively with feedback
- C. Think and work holistically
- D. Keep it simple and practical

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What is the purpose of the 'relationship management' practice?

- A. To establish and nurture the links between the organization and its stakeholders
- B. To align the organization's practices and services with changing business needs
- C. To set clear business-based targets for service performance
- D. To support the agreed quality of a service handling all agreed, user-initiated service requests

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How should the workflow for a new service request be designed?

- A. Use a single workflow for all types of service request
- B. Use different workflows for each type of service request
- C. Avoid workflows for simple service requests
- D. Leverage existing workflows whenever possible

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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

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Identify the missing word in the following sentence.
The use of **[?]** should support, not replace what is observed, when using the 'start where you are' guiding principle.

A. measurement

B. tools

C. plans

D. process

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How should automation be implemented?

- A. By replacing human intervention wherever possible
- B. By replacing the existing tools first
- C. By initially concentrating on the most complex tasks
- D. By optimizing as much as possible first

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Which activity is part of the 'continual improvement' practice?

- A. Identifying and logging opportunities
- B. Delivering tactical and operational engagement with customers
- C. Populating and maintaining the asset register
- D. Providing a clear path for users to report issues, queries, and requests

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Which competencies are required by the 'service level management' practice?

- A. Problem investigation and resolution
- B. Business analysis and commercial management
- C. Incident analysis and prioritization
- D. Balanced scorecard reviews and maturity assessment

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Which practice uses techniques such as SWOT analysis, balanced scorecard reviews, and maturity assessments?

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

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Which statement about costs is **CORRECT**?

- A. Costs imposed on the consumer are costs of service utility
- B. Costs removed from the consumer are part of the value proposition
- C. Costs imposed on the consumer are costs of service warranty
- D. Costs removed from the consumer are part of service consumption

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What is typically needed to assign complex incidents to support groups?

- A. A self-help tool
- B. The incident priority
- C. A change schedule
- D. The incident category

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Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Service level management
- B. Service configuration management
- C. Relationship management
- D. Continual improvement

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A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As a change request
- B. As a service request
- C. As an event
- D. As a problem

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What should be done to determine the appropriate metrics for measuring a new service?

- A. Measuring the performance over the first six months, and basing a solution on the results
- B. Asking customers to provide numerical targets that meet their needs
- C. Asking customers open questions to establish their requirements
- D. Using operational data to provide detailed service reports

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Which dimension includes activities and workflows?

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

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What should be used to set user expectations for request fulfillment times?

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- B. The consumer demand for the service
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Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

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

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Which practice has a purpose that includes ensuring that risks have been properly assessed?

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- B. Problem management
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When should a full risk assessment and authorization be carried out for a standard change?

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When emergency change is requested

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Which statement about emergency changes is correct?

- A. Testing can be eliminated
- B. The assessment and authorization is expedited
- C. Emergency changes should be authorized and implemented as service request
- D. Emergency changes must be fully documented before authorization and implementation

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Which practice coordinates the classification, ownership and communication of service requests and incidents?

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- B. Service desk
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What is warranty?

- A. Assurance that a product or service will meet agreed requirements
- B. The amount of money spent on specific activity or resource
- C. The functionality offered by a product or service to meet a particular need
- D. The perceived benefits, usefulness and importance of something

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Which is part of service provision?

- A. The management of resources configured to deliver the service
- B. The management of resources needed to consume the services
- C. The grouping of one or more services based on one or more products
- D. The joint activities performed to ensure continual value co-creation

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Which statement about continual improvement register is correct ?

- A. It should be managed at the senior level of the organization
- B. It should be used to capture demand
- C. There should only be one for the whole organization
- D. It should be re-prioritized as ideas are documented

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What are 'engage', 'plan', and 'improve' examples of?

- A. Service Value chain activities
- B. Service level management
- C. Service value chain inputs
- D. Change Enablement

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A. **Service Value chain activities**

B. Service level management

C. Service value chain inputs

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Which statement about outcomes is correct?

- A. An outcome can be enabled by more than one output
- B. Outcomes are how the service performs
- C. An output can be enabled by one or more outcomes
- D. An outcome is a tangible or intangible activity

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Which statement about service desks is correct?

- A. The service desk should work in close collaboration with support and development teams
- B. The service desk should rely on self-service portals instead of escalation to support teams
- C. The service desk should remain isolated from technical support teams
- D. The service desk should escalate all technical issues to support and development teams

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Which practice updates information relating to symptoms and business impact?

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

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Which is included in the purpose of the 'design and transition' service value chain activity ?

- A. Ensuring that service components are available when needed
- B. Providing transparency and good stakeholder relationship
- C. Supporting service according to specification
- D. Continually meeting stakeholder expectations for costs

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Which is not a component of the service value system?

- A. The guiding principles
- B. Governance
- C. Practices
- D. The four dimensions of service management

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- A. The guiding principles
- B. Governance
- C. Practices
- D. **The four dimensions of service management**

Which statement about the steps to fulfill a service request is correct?

- A. They should be complex and detailed
- B. They should be well-known and proven
- C. They should include incident handling
- D. They should be brief and simple

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What is defined as a cause or potential cause of one or more incidents?

- A. Change
- B. Event
- C. Known errors
- D. Problem

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- B. Event
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When should the effectiveness of a problem workaround be assessed?

- A. Whenever a workaround is used
- B. Whenever the problem is resolved
- C. Whenever the problem becomes a Known Error
- D. Whenever the problem is prioritized

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Which dimension considers how knowledge assets should be protected?

- A. Organization and people
- B. Information and technology
- C. Suppliers and partners
- D. Service value streams and processes

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- B. **Information and technology**
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What are the guiding principles used for?

- A. To help an organization to make good decisions
- B. To direct and control an organization
- C. To identify activities that an organization must perform in order to deliver a valuable service
- D. To ensure that an organization's performance continually meets stakeholders' expectations

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Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

- A. Service desk
- B. Service request management
- C. Service level management
- D. Service configuration management

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What actions does a service desk take for all issues, queries and requests that are reported to them?

- A. Schedule, assess, authorize
- B. Diagnose, investigate, resolve
- C. Initiate, approve, fulfill
- D. Acknowledge, classify, own

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Which is an external input to the service value chain?

- A. The 'improve' value chain activity
- B. An overall plan
- C. Customer requirements
- D. Feedback loops

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A. The 'improve' value chain activity

B. An overall plan

C. Customer requirements

D. Feedback loops

Which describes the utility of a service?

- A. A service that is fit for use
- B. A service that meets its service level targets
- C. A service that increases constraints on the consumer
- D. A service that supports the performance of the consumer

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Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

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Which usually requires a team of representatives from many stakeholder groups?

- A. Fulfilling a service request
- B. Authorizing an emergency change
- C. Logging a new problem
- D. Investigating a major incident

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Which value chain activity ensures that service components meet agreed specifications?

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

Which value chain activity ensures that service components meet agreed specifications?

A. Plan

B. Design and transition

C. Obtain/build

D. Deliver and support

Which practice needs people who understand complex systems and have creative and analytical skills?

- A. Change enablement
- B. Service level management
- C. Service request management
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- B. Diagnosing and resolving incidents
- C. Escalating incidents to a support team for resolution
- D. Trend analysis of incident records

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- A. Changes to service levels
- B. Changes to products and services
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- B. Using bundled metrics to relate performance to outcomes
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