

This practice exam is designed to mimic the style and syllabus of the **ITIL 4 Foundation** certification. It covers the key concepts, the four dimensions, the service value system (SVS), and the 15 management practices.

ITIL 4 Foundation Practice Exam

Questions 1–10: Key Concepts & Service Management

1. What is the definition of "Service Management"?
 - A. A set of specialized organizational capabilities for enabling value for customers in the form of services.
 - B. The joint activities performed by a service provider and a service consumer to ensure continual value co-creation.
 - C. A means of enabling value co-creation by facilitating outcomes that customers want to achieve.
 - D. A configuration of an organization's resources designed to offer value to a consumer.

2. Which term describes "the perceived benefits, usefulness, and importance of something"?
 - A. Outcome
 - B. Output
 - C. Value
 - D. Utility

3. What is a "Service Offering"?
 - A. A description of one or more services, designed to address the needs of a target consumer group.
 - B. A formal description of one or more services.
 - C. The cooperation between a service provider and service consumer.
 - D. A person or group that has its own functions with responsibilities, authorities, and relationships.

4. What is the definition of an "Output"?
 - A. The results for a stakeholder enabled by one or more outputs.
 - B. A tangible or intangible deliverable of an activity.
 - C. The functionality offered by a product or service.
 - D. The assurance that a product or service will meet agreed requirements.

5. "Utility" is best described as:
 - A. Fit for use
 - B. Fit for purpose

- C. Value co-creation
- D. Warranty

6. Which role is responsible for defining the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. User
- B. Sponsor
- C. Customer
- D. Service Provider

7. Value is CO-CREATED by:

- A. The Service Provider alone.
- B. The Customer and the Sponsor.
- C. Both the Service Provider and the Service Consumer.
- D. The IT department and the Business.

8. What is "Warranty"?

- A. The functionality of a product or service.
- B. Assurance that a product or service will meet agreed requirements (availability, capacity, security).
- C. The cost of a service.
- D. The result of a process.

9. A "Sponsor" is a person who:

- A. Uses services.
- B. Authorizes budget for service consumption.
- C. Defines service requirements.
- D. Manages the service desk.

10. What are "Costs" in service management?

- A. The amount of money spent on a specific activity or resource.
- B. The functionality offered by a product.
- C. The uncertainty of an outcome.
- D. The result of an output.

Questions 11–17: The Four Dimensions of Service Management

11. Which dimension focuses on roles, responsibilities, and systems of authority?

- A. Information and technology
- B. Partners and suppliers

- C. Organizations and people
- D. Value streams and processes

12. Which dimension includes the knowledge bases needed to deliver a service?

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

13. In the "Partners and Suppliers" dimension, what is a "Service Integration and Management" (SIAM) approach used for?

- A. Developing software internally.
- B. Managing a complex ecosystem of multiple suppliers.
- C. Reducing the number of employees.
- D. Automating value streams.

14. Which dimension focuses on the activities the organization undertakes and how they are organized?

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

15. What is a "Value Stream"?

- A. A series of steps an organization undertakes to create and deliver products and services to consumers.
- B. A set of interrelated activities that transform inputs into outputs.
- C. A legal contract between a provider and a supplier.
- D. The culture of an organization.

16. Which factor is NOT one of the external PESTLE factors influencing the four dimensions?

- A. Political
- B. Economical
- C. Practical
- D. Legal

17. "Cloud computing" and "Artificial Intelligence" are primarily addressed in which dimension?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers

D. Value streams and processes

Questions 18–24: The Service Value System (SVS) & Guiding Principles

18. What are the inputs to the Service Value System?

- A. Value and Products
- B. Opportunity and Demand
- C. Plans and Improvements
- D. Governance and Practices

19. Which Guiding Principle recommends "using the minimum number of steps to accomplish an objective"?

- A. Keep it simple and practical
- B. Focus on value
- C. Start where you are
- D. Optimize and automate

20. Which principle suggests that "nothing stands alone" and the organization should work on the whole, not just the parts?

- A. Collaborate and promote visibility
- B. Think and work holistically
- C. Progress iteratively with feedback
- D. Focus on value

21. What is the first step when applying the "Focus on value" principle?

- A. Determine who the service consumer is.
- B. Buy the most expensive tool.
- C. Automate all processes.
- D. Ignore the customer's needs.

22. Which principle emphasizes that "working in silos is detrimental"?

- A. Keep it simple and practical
- B. Progress iteratively with feedback
- C. Collaborate and promote visibility
- D. Start where you are

23. "Start where you are" suggests that you should:

- A. Throw away all old processes.
- B. Investigate and observe the current state before starting a new project.
- C. Only use new technology.

D. Start from scratch to avoid old mistakes.

24. What is the central element of the SVS that describes the specific combination of activities an organization uses to create value?

- A. Governance
- B. The Service Value Chain
- C. Practices
- D. Continual Improvement

Questions 25–32: The Service Value Chain (SVC)

25. Which Service Value Chain activity ensures a shared understanding of the vision and improvement direction for all four dimensions?

- A. Engage
- B. Plan
- C. Improve
- D. Design and transition

26. Which activity involves providing a good understanding of stakeholder needs and transparency?

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

27. Which SVC activity ensures that service components are available when and where they are needed?

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

28. Which activity ensures that services meet stakeholder expectations for quality, costs, and time-to-market?

- A. Engage
- B. Deliver and support
- C. Design and transition
- D. Plan

29. Which activity ensures that services are delivered and supported according to agreed

specifications?

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

30. The "Improve" activity is responsible for:

- A. Creating new software.
- B. Continuous improvement of products, services, and practices.
- C. Managing suppliers.
- D. Setting the budget.

31. Every Value Stream is a combination of:

- A. All six SVC activities.
- B. Only the "Engage" and "Deliver" activities.
- C. Specific SVC activities needed for a specific scenario.
- D. Only the "Plan" and "Improve" activities.

32. What is the output of the Service Value Chain?

- A. Demand
- B. Opportunity
- C. Value
- D. Products and Services

Questions 33–40: Management Practices

33. Which practice has the purpose of making new and changed services and features available for use?

- A. Change enablement
- B. Release management
- C. Deployment management
- D. Service request management

34. What is the purpose of "Incident Management"?

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible.
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes.
- C. To record and report selected changes of state.
- D. To support the agreed service quality by handling all pre-defined, user-initiated service requests.

35. A "Problem" is defined as:
- A. An unplanned interruption to a service.
 - B. A cause, or potential cause, of one or more incidents.
 - C. A change of state that has significance for the management of a service.
 - D. A request from a user for information.
36. Which practice involves the "Workaround" concept?
- A. Service Desk
 - B. Monitoring and Event Management
 - C. Problem Management
 - D. Change Enablement
37. Which practice provides the "entry point" and "single point of contact" for the service provider with its users?
- A. Service Level Management
 - B. Service Request Management
 - C. Service Desk
 - D. Relationship Management
38. Which type of change is low-risk, pre-authorized, and well-understood?
- A. Standard change
 - B. Normal change
 - C. Emergency change
 - D. Routine change
39. What is the purpose of "Service Level Management"?
- A. To set clear business-based targets for service levels.
 - B. To move new hardware to production.
 - C. To fix broken laptops.
 - D. To manage the company's finances.
40. Which practice uses the "Continual Improvement Register" (CIR)?
- A. Incident Management
 - B. Service Request Management
 - C. Continual Improvement
 - D. Change Enablement

Answer Key & Explanations

Q#	Ans	Explanation
1	A	ITIL 4 defines Service Management as a set of specialized organizational capabilities.
2	C	Value is the core of ITIL 4— it is perceived by the stakeholder.
3	A	A service offering includes goods, access to resources, and service actions.
4	B	Outputs are deliverables (e.g., a report); Outcomes are the results (e.g., better decision-making).
5	B	Utility = Fit for purpose (what it does). Warranty = Fit for use (how it performs).
6	C	The Customer defines requirements. The User uses the service. The Sponsor pays.
7	C	ITIL 4 moved from "delivering" value to "co-creating" value through partnership.

8	B	Warranty relates to availability, capacity, continuity, and security.
9	B	Sponsors provide the financial backing.
10	A	Costs are resources/money removed from the consumer.
11	C	Organizations and People covers culture, roles, and staffing.
12	A	Information and Tech covers the data, knowledge, and tools.
13	B	SIAM is a method to manage multiple suppliers effectively.
14	D	Value Streams and Processes covers the "how" of workflow.
15	A	A value stream is the end-to-end journey to deliver value.
16	C	PESTLE = Political, Economic, Social, Technological, Legal,

		Environmental.
17	B	These are technological advancements.
18	B	The SVS starts with Opportunity/Demand and ends with Value.
19	A	Eliminate anything that doesn't provide value.
20	B	Holistic thinking avoids unintended consequences in other areas.
21	A	You cannot provide value if you don't know who you are providing it to.
22	C	Collaboration breaks down silos and uses transparency to build trust.
23	B	Avoid the "Greenfield" trap; see what can be reused.
24	B	The Service Value Chain is the operating model within the SVS.
25	B	Planning provides the vision and direction.

26	C	Engage is about communication and understanding stakeholder needs.
27	A	Obtain/Build is where components (software/hardware) are sourced or made.
28	C	Design and Transition ensures the service is "ready for prime time."
29	A	This is the "day-to-day" operations activity.
30	B	Improvement happens at all levels of the SVC.
31	C	A value stream uses whatever activities are necessary.
32	D	The SVC transforms demand into Products and Services, which then create Value.
33	B	Release is making it "available"; Deployment is moving it to a live environment.

34	A	Incident management is about "speed of restoration."
35	B	A problem is the underlying cause; an incident is the symptom.
36	C	Workarounds are temporary fixes used by Problem Management.
37	C	The Service Desk is the "human" interface for users.
38	A	Standard changes are pre-authorized and don't need a Change Authority.
39	A	SLM is about setting expectations and targets (SLAs).
40	C	The CIR is the database/document used to track improvement ideas.