

This mock exam is designed to mirror the official **ITIL 4 Foundation** syllabus, covering all key areas including the Service Value System, the Four Dimensions, Guiding Principles, and the 34 Practices.

Exam Details

- **Total Questions:** 40
- **Time Limit:** 60 minutes
- **Passing Score:** 26/40 (65%)
- **Format:** Multiple Choice

Section 1: Key Concepts of Service Management

1. **What is the definition of a 'service'?**
 - A. A tangible product that a customer can own and use.
 - B. A means of enabling value co-creation by facilitating outcomes that customers want to achieve.
 - C. A set of specialized organizational capabilities for enabling value for customers.
 - D. A configuration of an organization's resources designed to offer value.
2. **Which term refers to the functionality offered by a product or service to meet a particular need?**
 - A. Warranty
 - B. Value
 - C. Utility
 - D. Outcome
3. **What is the definition of a 'user'?**
 - A. A person who defines the requirements for a service.
 - B. A person who authorizes budget for service consumption.
 - C. A person who uses services.
 - D. A person who provides services to a consumer.
4. **How is 'value' defined in ITIL 4?**
 - A. The amount of money a customer pays for a service.
 - B. The perceived benefits, usefulness, and importance of something.
 - C. The outputs generated by a service process.
 - D. The functionality of a service (fit for purpose).
5. **What is a 'service offering'?**
 - A. A description of one or more services, designed to address the needs of a target consumer group.
 - B. The joint activities performed by a service provider and a service consumer.
 - C. The results for a stakeholder enabled by one or more outputs.
 - D. A formal agreement between a service provider and a customer.

Section 2: The 7 Guiding Principles

6. **Which guiding principle recommends that an organization should not start from scratch without considering what is already available?**
 - A. Focus on value
 - B. Start where you are
 - C. Progress iteratively with feedback
 - D. Keep it simple and practical
7. **An organization is looking to reduce complexity in its processes. Which guiding principle are they following?**
 - A. Optimize and automate
 - B. Think and work holistically
 - C. Keep it simple and practical
 - D. Collaborate and promote visibility
8. **What is a key element of the 'Progress iteratively with feedback' principle?**
 - A. Working in a vacuum to avoid distractions.
 - B. Breaking down work into smaller, manageable components.
 - C. Standardizing all processes before starting.
 - D. Avoiding change until the final goal is met.
9. **Which principle focuses on understanding the customer's needs and how they use the service?**
 - A. Focus on value
 - B. Optimize and automate
 - C. Start where you are
 - D. Collaborate and promote visibility
10. **The 'Collaborate and promote visibility' principle primarily aims to reduce what?**
 - A. Costs and risks
 - B. Silo mentality and lack of trust
 - C. Service level targets
 - D. Automation complexity

Section 3: The Four Dimensions of Service Management

11. **Which dimension focuses on the roles, responsibilities, and communication within an organization?**
 - A. Information and technology
 - B. Partners and suppliers
 - C. Value streams and processes
 - D. Organizations and people
12. **Which dimension considers the relationships between the organization and its**

third-party providers?

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

13. Cloud computing and artificial intelligence are primarily part of which dimension?

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

14. Which dimension is concerned with how the various parts of the organization work in an integrated way to create value?

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

Section 4: The Service Value System (SVS) and Service Value Chain (SVC)

15. What is the purpose of the ITIL Service Value System (SVS)?

- A. To provide a step-by-step guide on how to build a data center.
- B. To ensure the organization continually co-creates value with all stakeholders.
- C. To replace all manual processes with automated workflows.
- D. To manage the technical infrastructure of the organization.

16. Which activity of the Service Value Chain transforms requirements into service specifications?

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

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

- A. Engage
- B. Improve
- C. Deliver and support
- D. Plan

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

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

19. What is 'Governance' in the context of the SVS?

- A. The team responsible for fixing hardware issues.
- B. The means by which an organization is directed and controlled.
- C. A specific ITIL practice for managing risks.
- D. The output of the 'Improve' activity.

20. Which is NOT a core component of the Service Value System?

- A. Guiding Principles
- B. Governance
- C. Service Level Agreements (SLAs)
- D. Continual Improvement

Section 5: ITIL Management Practices (General, Service, and Technical)

21. What is the purpose of 'Incident Management'?

- A. To reduce the likelihood and impact of incidents by identifying causes.
- B. To restore normal service operation as quickly as possible.
- C. To manage the lifecycle of all IT assets.
- D. To set clear business-based targets for service levels.

22. Which practice focuses on identifying and managing the causes of incidents?

- A. Problem Management
- B. Incident Management
- C. Change Enablement
- D. Service Desk

23. What is a 'Change' in ITIL 4?

- A. The addition, modification, or removal of anything that could have an effect on services.
- B. A request from a user for a new laptop.
- C. An unplanned interruption to a service.
- D. The movement of a component to a live environment.

24. Which practice acts as the entry point and single point of contact for the service provider and its users?

- A. Relationship Management
- B. Service Level Management
- C. Service Desk
- D. Service Request Management

25. **What is the purpose of 'Service Level Management'?**
- A. To ensure that all service requests are fulfilled within 24 hours.
 - B. To set clear business-based targets for service levels and ensure delivery is assessed.
 - C. To manage the technical configuration of servers.
 - D. To capture demand for new services.
26. **Which practice ensures that accurate and reliable information about the configuration of services is available?**
- A. IT Asset Management
 - B. Service Configuration Management
 - C. Change Enablement
 - D. Monitoring and Event Management
27. **A 'Known Error' is a problem that has been _____.**
- A. Resolved and closed.
 - B. Analyzed but has not yet been resolved.
 - C. Escalated to a third-party supplier.
 - D. Logged as an incident.
28. **Which practice includes the use of 'Standard', 'Normal', and 'Emergency' categories?**
- A. Problem Management
 - B. Incident Management
 - C. Change Enablement
 - D. Release Management
29. **What is the purpose of the 'Service Request Management' practice?**
- A. To handle all user-initiated, pre-defined service actions.
 - B. To investigate the root cause of service failures.
 - C. To plan the deployment of new software.
 - D. To negotiate contracts with suppliers.
30. **Which practice observes services and records changes of state as events?**
- A. Service Level Management
 - B. Monitoring and Event Management
 - C. IT Asset Management
 - D. Release Management
31. **What is the primary goal of 'Continual Improvement'?**
- A. To ensure that the service provider never makes a mistake.
 - B. To align the organization's practices and services with changing business needs.
 - C. To automate every process in the organization.
 - D. To reduce the headcount of the IT department.
32. **Which practice is responsible for moving new or changed components to live environments?**
- A. Release Management

- B. Deployment Management
 - C. Change Enablement
 - D. Service Configuration Management
- 33. What is the definition of an 'IT Asset'?**
- A. Any component that needs to be managed to deliver an IT service.
 - B. Any financially valuable component that can contribute to the delivery of an IT product or service.
 - C. A configuration item (CI) that is currently in use.
 - D. A software license only.
- 34. Which practice handles the management of "workarounds"?**
- A. Incident Management
 - B. Change Enablement
 - C. Problem Management
 - D. Service Desk
- 35. The 'Information Security Management' practice focuses on protecting what?**
- A. Only the physical hardware.
 - B. Confidentiality, Integrity, and Availability of information.
 - C. The reputation of the CEO.
 - D. Employee passwords only.
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Section 6: Integration and Scenarios

- 36. When should a 'Workaround' be documented in a Problem Record?**
- A. Only when a permanent resolution is impossible.
 - B. Whenever a workaround is found that reduces the impact of a problem.
 - C. Only by the Service Desk.
 - D. Before the incident is even logged.
- 37. Which practice would most likely use a 'Change Authority'?**
- A. Service Desk
 - B. Change Enablement
 - C. Problem Management
 - D. Incident Management
- 38. In the Continual Improvement Model, what is the first step?**
- A. Where are we now?
 - B. What is the vision?
 - C. Where do we want to be?
 - D. How do we get there?
- 39. Which practice provides a link between the service provider and the customer at a strategic and tactical level?**
- A. Service Desk

- B. Relationship Management
- C. Supplier Management
- D. Service Level Management

40. What is the 'Service Value Chain'?

- A. A set of six activities that an organization performs to deliver a valuable product or service.
- B. A list of all services offered by a provider.
- C. A database of configuration items.
- D. A series of steps for resolving incidents.

Answer Key

1. B | 2. C | 3. C | 4. B | 5. A | 6. B | 7. C | 8. B | 9. A | 10. B | 11. D | 12. A | 13. B | 14. C | 15. B | 16. C | 17. A | 18. B | 19. B | 20. C | 21. B | 22. A | 23. A | 24. C | 25. B | 26. B | 27. B | 28. C | 29. A | 30. B | 31. B | 32. B | 33. B | 34. C | 35. B | 36. B | 37. B | 38. B | 39. B | 40. A