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**QUESTION 1**

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

Correct Answer: C

QUESTION 2

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. An outcome defines the amount of money spent on technology for a service
- C. An outcome depends on at least one output to deliver a result
- D. Outcomes provide assurance to stakeholders on how a service performs

Correct Answer: C

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes. Outputs are nearly always quantitative, with data available to show whether these have been delivered. Outputs are easy to report on and to validate. There is no grey area.

Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not

easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

QUESTION 3

Which role would be MOST SUITABLE for someone with experience of managing relationships with various stakeholders, including suppliers and business managers?

- A. Service level manager
- B. Service desk agent
- C. Change authority



D. Problem analyst

Correct Answer: A

The purpose of the SLM practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets. SLM involves service level activities, including: Defining service levels Documenting Actively managing them

<https://www.bmc.com/blogs/itil-service-level-management/>

QUESTION 4

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

- A. Identifying the cause of incidents and recommending related improvements
- B. Authorizing changes to implement improvements
- C. Logging and managing incidents that result in improvement opportunities
- D. Making business cases for improvement action

Correct Answer: A

QUESTION 5

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

Correct Answer: A

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