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ITIL V4 Foundation

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### QUESTION 1

In many organizations the role of Incident Manager is assigned to the Service Desk.

It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through 1st and 2nd line
- B. Only manage Incidents effectively through the 1st line
- C. Only manage Incidents effectively at the 3rd line
- D. Manage Incidents effectively through 1st, 2nd and 3rd line

Correct Answer: D

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### QUESTION 2

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

- A. Service Operation
- B. Service Strategy
- C. Service Transition
- D. Continual Service Improvement

Correct Answer: C

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### QUESTION 3

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

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

Correct Answer: D

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is



dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these

guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined. The expectations of users regarding fulfilment times and costs should be clearly set, based on what

the organization can realistically deliver. Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation. <https://www.bmc.com/blogs/itil-service-request-management/>

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#### QUESTION 4

Which of the following should be documented in an incident model?

1.

Details of the service level agreement (SLA) pertaining to the incident

2.

Chronological order of steps to resolve the incident

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: B

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#### QUESTION 5

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

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