



*Up-to-date Questions and Answers from authentic resources to improve knowledge and pass the exam at very first attempt. ----- Guaranteed.*



*ITILFND-V4 Dumps  
ITILFND-V4 Braindumps  
ITILFND-V4 Real Questions  
ITILFND-V4 Practice Test  
ITILFND-V4 Actual Questions*



**EXIN**

**ITILFND-V4**

*ITIL 4 Foundation*



<https://killexams.com/pass4sure/exam-detail/ITILFND-V4>

### Question: 562

Which dimension considers how knowledge assets should be protected?

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

**Answer: C**

### Question: 563

Which guiding principle recommends standardizing and streamlining manual tasks?

- A . Optimize and automate
- B . Collaborate and promote visibility
- C . Focus on value
- D . Think and work holistically

**Answer: A**

### Question: 564

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

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

**Answer: A**

### Question: 565

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

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

**Answer: D**

### Question: 566

Which describes a set of defined steps for implementing improvements?

- A . The 'improve' value chain activity
- B . The 'continual improvement register'
- C . The 'continual improvement model'

D . The 'engage' value chain activity

**Answer:** C

**Question:** 567

Ann, a member of the finance department at a large corporation, has submitted a suspicious email she received to the information security team. The team was not expecting an email from Ann, and it contains a PDF file inside a ZIP compressed archive. The information security team is not sure which files were opened. A security team member uses an air-gapped PC to open the ZIP and PDF, and it appears to be a social engineering attempt to deliver an exploit.

Which of the following would provide greater insight on the potential impact of this attempted attack?

- A . Run an antivirus scan on the finance PC
- C . Use a protocol analyzer on the air-gapped PC
- E . Perform reverse engineering on the document.
- F . Analyze network logs for unusual traffic.
- G . Run a baseline analyzer against the user's computer.

**Answer:** C

**Question:** 568

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A . Service management
- B . Continual improvement
- C . A service
- D . An IT asset

**Answer:** C

**Question:** 569

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

**Answer:** D

**Question:** 570

Which statement about emergency changes is CORRECT?

- A . The testing of emergency changes can be eliminated in order to implement the change quickly
- B . The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly

- C . Emergency changes should be authorized and implemented as service requests
- D . Emergency changes must be fully documented before authorization and implementation

**Answer:** B

**Question:** 571

Which is a key requirement for a successful service level agreement?

- A . It should be written in legal language
- B . It should be simply written and easy to understand
- C . It should be based on the service provider's view of the service
- D . It should relate to simple operational metrics

**Answer:** B

**Question:** 572

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

- A . Start where you are
- B . Collaborate and promote visibility
- C . Keep it simple and practical
- D . Optimize and automate

**Answer:** C

**Question:** 573

What is a recommendation of the 'focus on value' guiding principle?

- A . Make 'focus on value' a responsibility of the management
- B . Focus on the value of new and significant projects first
- C . Focus on value for the service provider first
- D . Focus on value at every step of the improvement

**Answer:** D

**Question:** 574

Which is a service request?

- A . Requesting a workaround for an issue
- B . Requesting information about how to create a document
- C . Requesting an enhancement to an application
- D . Requesting investigation of a degraded service

**Answer:** B

### Question: 575

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

**Answer:** D

### Question: 576

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 service
- 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

**Answer:** A

### Question: 577

Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

- A . Change control
- B . IT asset management
- C . Service desk
- D . Service request management

**Answer:** D

### Question: 578

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 an emergency change is requested

**Answer:** B

### Question: 579

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

**Answer:** A

**Question:** 580

What is warranty?

- A . Assurance that a product or service will meet agreed requirements
- B . The amount of money spent on a 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

**Answer:** A

**Question:** 581

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

- A . Service configuration management
- B . Problem management
- C . Service level management
- D . Change control

**Answer:** D

**Question:** 582

Which statement about a ‘continual improvement register’ is CORRECT?

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

**Answer:** D

**Question:** 583

Which is included in the purpose of the ‘design and transition’ value chain activity?

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

**Answer:** D

### Question: 584

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

**Answer:** A

### Question: 585

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

**Answer:** B

### Question: 586

Which statement about emergency changes is CORRECT?

- A . The testing of emergency can be eliminated in order to implement the change quickly
- B . The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- C . Emergency changes should be authorized and implemented as service requests
- D . Emergency changes must be fully documented before authorization and implementation

**Answer:** B

### Question: 587

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

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

**Answer:** A

### Question: 588

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

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

D . Relationship management

**Answer:** B

**Question:** 589

Which practice updates information relating to symptoms and business impact?

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

**Answer:** D





# SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

*Killexams.com is an online platform that offers a wide range of services related to certification exam preparation. The platform provides actual questions, exam dumps, and practice tests to help individuals prepare for various certification exams with confidence. Here are some key features and services offered by Killexams.com:*

**Actual Exam Questions:** *Killexams.com provides actual exam questions that are experienced in test centers. These questions are updated regularly to ensure they are up-to-date and relevant to the latest exam syllabus. By studying these actual questions, candidates can familiarize themselves with the content and format of the real exam.*

**Exam Dumps:** *Killexams.com offers exam dumps in PDF format. These dumps contain a comprehensive collection of questions and answers that cover the exam topics. By using these dumps, candidates can enhance their knowledge and improve their chances of success in the certification exam.*

**Practice Tests:** *Killexams.com provides practice tests through their desktop VCE exam simulator and online test engine. These practice tests simulate the real exam environment and help candidates assess their readiness for the actual exam. The practice tests cover a wide range of questions and enable candidates to identify their strengths and weaknesses.*

**Guaranteed Success:** *Killexams.com offers a success guarantee with their exam dumps. They claim that by using their materials, candidates will pass their exams on the first attempt or they will refund the purchase price. This guarantee provides assurance and confidence to individuals preparing for certification exams.*

**Updated Content:** *Killexams.com regularly updates its question bank and exam dumps to ensure that they are current and reflect the latest changes in the exam syllabus. This helps candidates stay up-to-date with the exam content and increases their chances of success.*

**Technical Support:** *Killexams.com provides free 24x7 technical support to assist candidates with any queries or issues they may encounter while using their services. Their certified experts are available to provide guidance and help candidates throughout their exam preparation journey.*

For More exams visit <https://killexams.com/vendors-exam-list>  
Kill your exam at First Attempt....Guaranteed!