

[November-2020]ITILFNDv4 Exam PDF and VCE Dumps ITILFNDv4 872Q Instant Download in Braindump2go[Q771-Q795]

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QUESTION 771 What must always be done before an activity is automated? A. Check that the activity has already been optimized B. Check that suitable new technology has been purchased C. Ensure that DevOps has been successfully implemented D. Ensure the solution removes the need for human intervention Answer: A

QUESTION 772 Which practice has a purpose that includes managing risks to confidentiality, integrity and availability? A. Information security management B. Continual improvement C. Monitoring and event management D. Service level management Answer: B

QUESTION 773 What is a change schedule used for? A. To help plan emergency changes B. To help authorize standard changes C. To help assign a change authority D. To help manage normal changes Answer: D

QUESTION 774 Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization? A. Service desk B. Service request management C. Service level management D. Service configuration management Answer: C

QUESTION 775 Which role approves the cost of services? A. User B. Change authority C. Sponsor D. Customer Answer: C

QUESTION 776 What actions does a service desk take for all issues, queries and requests that are reported to them? A. Schedule, assess, authorize B. Diagnose, investigate, resolve C. Initiate, approve, fulfill D. Acknowledge, classify, own Answer: C

QUESTION 777 Which is an external input to the service value chain? A. The 'improve' value chain activity B. An overall plan C. Customer requirements D. Feedback loops Answer: C

QUESTION 778 Which is included in the purpose of the 'service level management' practice? A. To maximize the number of successful service and product changes B. To ensure accurate information about the configuration of services is available C. To set clear business-based targets for service levels D. To ensure that suppliers and their performance are managed appropriately Answer: C

QUESTION 779 Which usually requires a team of representatives from many stakeholder groups? A. Fulfilling a service request B. Authorizing an emergency change C. Logging a new problem D. Investigating a major incident Answer: D

QUESTION 780 Which value chain activity ensures that service components meet agreed specifications? A. Plan B. Design and transition C. Obtain/build D. Deliver and support Answer: C

QUESTION 781 Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels? A. Supplier management B. Change enablement C. Relationship management D. Service desk Answer: C

QUESTION 782 What includes governance as a component? A. Practices B. The service value chain C. The service value system D. The guiding principles Answer: C

QUESTION 783 Which practice needs people who understand complex systems and have creative and analytical skills? A. Change enablement B. Service level management C. Service request management D. Problem management Answer: D

QUESTION 784 What is the definition of a known error? A. An unplanned interruption to a service, or reduction in the quality of a service B. A cause, or potential cause, of one or more incidents C. A problem that has been analyzed and has not been resolved D. Any change of state that has significance for the management of a service or other configuration item (CI) Answer: C

QUESTION 785 Which will NOT be handled as a service request? A. The degradation of a service B. The replacement of a toner cartridge C. The provision of a laptop D. A complaint about a support team Answer: A

QUESTION 786 What are typically recognized through notifications created by an IT service, CI or monitoring tool? A. Incidents B. Problems C. Events D. Requests Answer: C

QUESTION 787 Which dimension considers data security and privacy? A. Organizations and people B. Information and technology C. Partners and suppliers D. Value streams and processes Answer: B

QUESTION 788 Which term relates to service levels aligned with the needs of service consumers? A. Service management B. Warranty C. Cost D. Utility Answer: B

QUESTION 789 Which directly assists with the diagnosis and resolution of simple incidents? A. Scripts for collecting user information B. Use of shift working patterns C. Fulfillment of service requests D. Creation of a temporary team Answer: A

QUESTION 790 Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'? A. Only add controls and metrics when they are needed B. Design controls and metrics first, then remove those not adding value C. Design controls and metrics and add them individually until all are implemented D. Only add controls and metrics that are required for compliance Answer: B

QUESTION 791 Which practice forms a link between the service provider and the users of services? A. Change enablement B. Service level management C. Problem management D. Service desk Answer: D

QUESTION 792 Which is a purpose of release management? A. To protect the organization's information B. To handle user-initiated service requests C. To make new and changed services available for use D. To move hardware and software to live environments Answer: C

QUESTION 793 What is recommended by the guiding principle 'progress iteratively with feedback'? A. A current state assessment that is carried out at the start of an improvement initiative B. The identification of all interested parties at the start of an improvement initiative C. An improvement initiative that is broken into a number of manageable sections D. An

assessment of how all the parts of an organization will affect an improvement initiative
Answer: C
QUESTION 794 Which guiding principle considers customer and user experience?
A. Collaborate and promote visibility
B. Focus on value
C. Start where you are
D. Keep it simple and practical
Answer: B
QUESTION 795 Which statement about the 'change enablement' practice is CORRECT?
A. Service requests are usually normal changes that can be implemented quickly without authorization
B. Emergency changes are changes that must be fully tested and fully documented prior to implementation
C. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
D. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited
Answer: D
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