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ITIL V4 Foundation

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#### QUESTION 1

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

Correct Answer: B

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#### QUESTION 2

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

Correct Answer: C

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#### QUESTION 3

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Correct Answer: A

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#### QUESTION 4

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- A. Start where you are
- B. Collaborate and promote visibility



- C. Progress iteratively with feedback
- D. Think and work holistically

Correct Answer: C

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#### QUESTION 5

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

Correct Answer: A

Reference: <http://www.bmc.com/guides/itil-service-design.html>

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