ITILFND^{Q&As}

ITIL V4 Foundation

Pass ITIL ITILFND Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.leads4pass.com/itilfnd.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by ITIL Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Which BEST describes the purpose of the `improve\\' value chain activity?

A. To organize a major improvement initiative into several smaller initiatives

B. To make new and improved services and features available for use

C. To ensure a shared understanding of the vision and improvement direction for all products and services

D. To continually improve all products and services across all value chain activities

Correct Answer: D

"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."

https://www.symphonysummit.com/products/defining-industry-terms-itsm-itil-itil4/#:~:text=Improve%20%E2%80%93%E2%80%9CThe%20purpose%20of%20the,four%20 20dimensions%20of%20service%20 20management.%E2%80%9D

QUESTION 2

What is the BEST definition of a definitive media library?

A. It is a secure library in which the latest versions of authorized software items are stored and protected.

B. It is a structured document with definitive information regarding all live IT services, including those available for deployment.

C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected.

D. It is a set of tools and databases that is used to manage knowledge, information and data.

Correct Answer: C

A Definitive Media Library is a secure Information Technology repository in which an organization\\'s definitive, authorized versions of software media are stored and protected. Before an organization releases any new or changed application software into its operational environment, any such software should be fully tested and quality assured.

Reference: https://en.wikipedia.org/wiki/Definitive_Media_Library

QUESTION 3

What is the BEST definition of an internal service?

A. It is a supporting service delivered between functions of the IT service provider

B. It is any customer-facing service delivered by an outsourced provider

C. It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes

D. It is a service delivered between departments or business units in the same organization

Correct Answer: D

QUESTION 4

What is the purpose of the \\'information security management\\' practice?

A. To protect the information needed by the organization to conduct its business

B. To observe services and service components

C. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

D. To plan and manage the full lifecycle of all IT assets

Correct Answer: A

QUESTION 5

Which of the following would NOT be a task carried out by the Request Fulfillment process?

A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)

B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists

C. Provision of information used to compare actual performance against design standards

D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Correct Answer: C

[ITILFND Practice Test](#) [ITILFND Study Guide](#) [ITILFND Braindumps](#)