

# ITIL® 4 Foundation Essential 150 – 10 Free Sample Questions with Answers

## Questions

**1) Identify the missing word(s) in the sentence:**

**“A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve.”**

*Domain: Key Concepts*

- A) Focus on value
- B) outcomes
- C) Start where you are
- D) Incident management

**2) What are the two types of cost that a service consumer should evaluate?**

*Domain: Key Concepts*

- A) Availability management
- B) The costs removed by the service, and the costs imposed by the service
- C) Governance
- D) Optimize and automate

**3) What does service consumption include?**

*Domain: Key Concepts*

- A) Organizations and people
- B) Release management
- C) Using the service provider's resources
- D) Change enablement

**4) What does the term “utility” describe in the context of ITIL 4?**

*Domain: Key Concepts*

- A) The functionality offered by a product or service
- B) Supplier management.
- C) Automation review.
- D) Resource coordination

**5) What does utility describe?**

*Domain: Key Concepts*

- A) Access management
- B) Access provisioning.
- C) SLAs and KPIs
- D) The functionality offered by a product or service

**6) What does warranty mean in ITIL?**

*Domain: Key Concepts*

- A) Deployment management
- B) Focus on value.
- C) Incident logging.
- D) Assurance that service meets agreed conditions

**7) What is an example of a utility aspect of a service?**

*Domain: Key Concepts*

- A) Availability management
- B) Supplier management
- C) A feature that allows remote access to company data
- D) Utility

**8) What is an output?**

*Domain: Key Concepts*

- A) Release management
- B) Utility
- C) Service desk
- D) A deliverable from an activity

**9) What is the core purpose or responsibility of the ITIL 4 concept related to utility and warranty?**

*Domain: Key Concepts*

- A) Utility and Warranty
- B) Deployment Management
- C) IT Asset Management
- D) Service Value Chain

**10) A CIO wants to adopt a new ITSM platform. A consultant advises reviewing current systems and reports before committing to change. This advice aligns with which guiding principle?**

*Domain: Guiding Principles*

- A) Start where you are
- B) Progress iteratively with feedback
- C) Focus on value
- D) Migrate regardless of current data

## Answer Key & Explanations (with domains)

### 1) B — outcomes

*Domain: Key Concepts*

*Explanation:* In ITIL 4, services facilitate **outcomes** customers want to achieve, enabling value co-creation.

### 2) B — The costs removed by the service, and the costs imposed by the service

*Domain: Key Concepts*

*Explanation:* Consumers evaluate both cost types to understand overall value.

### 3) C — Using the service provider's resources

*Domain: Key Concepts*

*Explanation:* Service consumption includes utilizing provider resources as part of the service relationship.

### 4) A — The functionality offered by a product or service

*Domain: Key Concepts*

*Explanation:* **Utility** = “fit for purpose” — the functionality that meets a need.

### 5) D — The functionality offered by a product or service

*Domain: Key Concepts*

*Explanation:* Same definition of utility: the capability delivered to meet requirements.

### 6) D — Assurance that service meets agreed conditions

*Domain: Key Concepts*

*Explanation:* **Warranty** = “fit for use” — assurance on availability, capacity, continuity, and security.

### 7) C — A feature that allows remote access to company data

*Domain: Key Concepts*

*Explanation:* This is a functional capability, i.e., utility.

**8) D — A deliverable from an activity**

*Domain: Key Concepts*

*Explanation:* An **output** is a tangible deliverable produced by an activity.

**9) A — Utility and Warranty**

*Domain: Key Concepts*

*Explanation:* The concept ensures services deliver value via functionality (utility) and assurance (warranty).

**10) A — Start where you are**

*Domain: Guiding Principles*

*Explanation:* Assess the current state before making changes; avoid discarding useful existing capabilities.