ITIL® 4 Foundation Master 350 – 10 Free Sample Questions with Answers

Questions

1) Which role is responsible for approving the budget and funding for service consumption?
Domain: Key Concepts
A) Change authority
B) Senior management
C) Sponsor
D) Budget holder

2) According to ITIL, customers receive value through the use of which element?
Domain: Key Concepts
A) Technology
B) Services
C) Email
D) Training

3) What term describes the application of organizational capabilities to enable value delivery in the form of services?
Domain: Key Concepts
A) IT management
B) Service desk management
C) Project management
D) Service management

4) In ITIL, value is primarily determined by which factor?
Domain: Key Concepts
A) Perception of the stakeholder
B) Return on investment
C) Cost of the service
D) Financial planning

5) What does co-creation of value mean in the context of ITIL service relationships?
Domain: Key Concepts
A) Value is co-created between providers and consumers
B) Value is co-created between employees and tools
C) Value is co-created between customers and budgets
D) Value is co-created between IT and vendors

6) According to ITIL, how is an organization defined?
Domain: Key Concepts
A) Service desk
B) IT function
C) Organization
D) Service support

7) What role does an organization assume when delivering services to others?
Domain: Key Concepts
A) Service provider
B) Sponsor
C) User
D) Vendor

8) How are most services categorized in modern service management?
Domain: Key Concepts
A) Compliance-certified
B) Manually operated
C) Process-centered
D) IT-enabled

9) What type of work is considered a "silo activity" in service management?
Domain: Guiding Principles
A) Isolated work
B) Shared workload
C) Agile team iteration
D) Value stream mapping

10) Successful collaboration requires information, understanding, and what essential element?

Domain: Guiding Principles

A) Technology

B) Awareness

C) Trust

D) Authorization

Answer Key & Explanations (with domains)

1) C — Sponsor
Domain: Key Concepts
Explanation: The sponsor is responsible for authorizing budgets and ensuring service funding is available.

2) B — Services
Domain: Key Concepts
Explanation: Services enable customers to achieve outcomes without taking ownership of specific costs and risks.

3) D — Service management
Domain: Key Concepts
Explanation: Service management integrates people, processes, and technology to deliver value through services.

4) A — Perception of the stakeholder
Domain: Key Concepts
Explanation: Value is subjective and depends on stakeholder perception, not cost or ROI alone.

5) A — Value is co-created between providers and consumers
Domain: Key Concepts
Explanation: ITIL defines value creation as a joint activity between service providers and service consumers.

6) C — Organization
Domain: Key Concepts
Explanation: An organization is a structured group of people with defined roles and responsibilities working toward objectives.

7) A — Service provider
Domain: Key Concepts
Explanation: When delivering services, the organization is acting as a service provider.

8) D — IT-enabled
Domain: Key Concepts
Explanation: Most modern services rely on information technology to deliver outcomes and value.

9) A — Isolated work
Domain: Guiding Principles
Explanation: Siloed work occurs without communication or knowledge sharing, reducing efficiency.

10) C — Trust
Domain: Guiding Principles
Explanation: Trust is essential for collaboration — it enables open communication and coordinated work.