

# ITIL Practitioner

ITIL PRACTITIONER CERTIFICATION QUESTIONS & ANSWERS

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Exam Summary – Syllabus – Questions

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**ITIL PRACTITIONER**

[ITIL Practitioner](#)

40 Questions Exam – 70% Cut Score – Duration of 135 minutes

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## Know Your ITIL Practitioner Certification Well:

The ITIL Practitioner is best suitable for candidates who want to gain knowledge in the ITIL IT Service Management (ITSM). Before you start your ITIL Practitioner preparation you may struggle to get all the crucial ITIL Practitioner materials like ITIL Practitioner syllabus, sample questions, study guide.

But don't worry the ITIL Practitioner PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the ITIL Practitioner syllabus?
- How many questions are there in the ITIL Practitioner exam?
- Which Practice test would help me to pass the ITIL Practitioner exam at the first attempt?

Passing the ITIL Practitioner exam makes you ITIL Practitioner. Having the ITIL Practitioner certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## ITIL Practitioner Certification Details:

<b>Exam Name</b>	ITIL Practitioner
<b>Exam Code</b>	ITIL Practitioner
<b>Exam Fee</b>	USD \$150
<b>Exam Duration</b>	135 Minutes
<b>Number of Questions</b>	40
<b>Passing Score</b>	70%
<b>Format</b>	Multiple Choice
<b>Sample Questions</b>	<a href="#">ITIL Practitioner Exam Sample Questions and Answers</a>
<b>Practice Exam</b>	<a href="#">ITIL Practitioner Practice Test</a>

## ITIL Practitioner Syllabus:

Unit	Content
1	<ul style="list-style-type: none"> <li>- Apply the concept of 'adopt and adapt' when using ITIL guidance in a given context</li> <li>- Analyze the importance of each element of a service when planning and implementing service improvements</li> </ul>
2	<ul style="list-style-type: none"> <li>- Apply the ITSM guiding principles in a given context when planning and implementing service improvements</li> </ul>
3	<ul style="list-style-type: none"> <li>- Describe the purpose and main outputs of each step of the CSI Approach</li> <li>- Use the CSI Approach tools and techniques successfully in a given specific context</li> <li>- Apply the CSI approach to a given context, demonstrating an understanding of the critical competences, the guiding principles and the scientific method</li> </ul>
4	<ul style="list-style-type: none"> <li>- Define critical success factors (CSFs) using a relevant hierarchical approach</li> <li>- Determine key performance indicators (KPIs) to underpin a critical success factor</li> <li>- Analyze CSFs and KPIs in a given context to ensure that they are balanced between the four categories</li> <li>- Define a current state assessment in a given context</li> <li>- Design a report in a given context</li> <li>- Apply knowledge of metrics and measurement when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles</li> </ul>
5	<ul style="list-style-type: none"> <li>- Explain the nature, value, importance and benefits of good communication</li> <li>- Explain communication principles</li> <li>- Explain the purpose and value of communication tools and techniques</li> <li>- Use relevant communication tools and techniques to support improvement in a given context</li> <li>- Apply knowledge of communications when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles</li> </ul>
6	<ul style="list-style-type: none"> <li>- Explain the role and impact of OCM in successful improvement</li> <li>- Describe the purpose and value of OCM activities</li> <li>- Use relevant OCM tools and techniques to support improvement in a given context</li> <li>- Apply knowledge of OCM when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles</li> </ul>

# ITIL Practitioner Sample Questions:

## Question: 1

Reference Scenario: [click here](#)

Additional Information: [click here](#)

Which activity is used to identify areas of weakness for the KL service desk analysts?

- a) Managing stakeholders.
- b) Analyzing training needs.
- c) Managing sponsors.
- d) Creating a sense of urgency.

**Answer: b**

## Question: 2

Reference Scenario: [click here](#)

Additional Information: [click here](#)

The local manager in KL knows that the service desk analysts are very likely to resist the change. What is the BEST tactic to overcome this resistance?

- a) Work with the internal communications department to publish FAQs on the company intranet.
- b) Email the service desk analysts explaining the importance of the improvement to the company.
- c) Meet with the service desk analysts and explain how they will benefit from the improvement.
- d) Monitor the situation and review in a months' time to determine if it is still an issue for concern.

**Answer: c**

## Question: 3

Reference Scenario: [click here](#)

Additional Information: [click here](#)

What are the BEST steps to start working on problem management?

- a) Implement ITIL problem management, document responsibilities, and create a RACI model authority matrix.
- b) Develop process documentation, train service desk, and implement a knowledge base.
- c) Hire a problem manager, create a problem management team, and agree targets.
- d) Identify commonly recurring incidents, develop work-arounds, and investigate root causes.

**Answer: d**

**Question: 4**Reference Scenario: [click here](#)Additional Information: [click here](#)

Which is the BEST example of using the ITIL concept 'adopt and adapt' when delivering improvements?

- a) Use the organization's ITIL compliant toolset to enhance GCITS processes based on improvement priorities.
- b) Combine both GCITS and DriveYou.com service management processes to produce a best practice solution that reduces the cost of support.
- c) Modify GCITS cloud services to align with ITIL guidance and other best practice frameworks.
- d) Enhance GCITS processes based on a gap analysis between current delivery and required benefits, taking ideas from best practices.

**Answer: d****Question: 5**Reference Scenario: [click here](#)Additional Information: [click here](#)

Which statement BEST describes the purpose of sponsorship within an improvement initiative?

- a) To organize and coordinate people's efforts and the allocation of resources to maximize efficiency in achieving identified goals.
- b) To ensure support from managers or business leaders to promote the initiative and authorize the change.
- c) To analyze key stakeholders in order to assess their power, influence and interest in the improvement initiative.
- d) To clarify the role played by managers or business leaders in prioritizing changes during the lifecycle of the initiative.

**Answer: b****Question: 6**Reference Scenario: [click here](#)Additional Information: [click here](#)

What is the MOST important reason for using a workshop and meeting action plan?

- a) To make sure the equipment needed is available and working.
- b) To ensure the workshop covers its objectives.
- c) To demonstrate professionalism when planning the workshop.
- d) To provide the exact agenda to the workshop delegates in advance.

**Answer: b**

**Question: 7**Reference Scenario: [click here](#)Additional Information: [click here](#)

Which problem has the highest priority, and why?

- a) The WiFi connection problem because it will result in significant cost to the university.
- b) The keycard management problem because it will result in significant risk to the university.
- c) The WiFi connection problem because it will result in significant risk to the university.
- d) The keycard management problem because it will result in significant cost to the university.

**Answer: b****Question: 8**Reference Scenario: [click here](#)Additional Information: [click here](#)

The project manager needs to understand how the service desks are working. Which is the BEST action to take first?

- a) Visit a representative sample of service desks and their customers; collect the same data from all of them.
- b) Speak to all of the service desks and their customers on the telephone; collect the same data from all of them.
- c) Send each service desk a questionnaire for staff and customers to complete and return.
- d) Visit all service desks; document their current practices and KPIs and talk to their customers.

**Answer: a****Question: 9**Reference Scenario: [click here](#)Additional Information: [click here](#)

In the first set of improvements, which elements of the cloud services at GCITS are the MOST important to focus on?

- a) Value and outcome.
- b) Cost and outcome.
- c) Value and risk.
- d) Cost and risk.

**Answer: d**

**Question: 10**Reference Scenario: [click here](#)Additional Information: [click here](#)

An ongoing communications plan includes emails, telephone calls, face-to-face meetings and briefings with various different stakeholders. Which communication principle does this BEST demonstrate?

- a) 'Communication is a two-way process'.
- b) 'We're all communicating, all of the time'.
- c) 'There is no single method of communication'.
- d) 'Timing and frequency matter'.

**Answer: c**

## Study Guide to Crack ITIL Practitioner Exam:

- Getting details of the ITIL Practitioner syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the ITIL Practitioner exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the ITIL provided training for ITIL Practitioner exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the ITIL Practitioner sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on ITIL Practitioner practice tests is must. Continuous practice will make you an expert in all syllabus areas.



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