

ITIL Practitioner Practice Test Questions and Answers

1. What is the primary focus of the ITIL Practitioner certification?

- A) Learning ITIL theory and concepts
- B) Applying ITIL practices in real-world scenarios and organizational change
- C) Managing IT infrastructure only
- D) Software development methodologies

2. Which guiding principle emphasizes starting with current capabilities rather than starting from scratch?

- A) Focus on value
- B) Start where you are
- C) Progress iteratively with feedback
- D) Collaborate and promote visibility

3. What does CSI stand for in ITIL framework?

- A) Customer Service Integration
- B) Continual Service Improvement
- C) Critical Service Infrastructure
- D) Centralized System Implementation

4. Which ITIL practice is responsible for ensuring that services achieve agreed and expected performance levels?

- A) Incident Management
- B) Service Level Management
- C) Change Management
- D) Problem Management

Answers: 1-B 2-B 3-B 4-B

For More ITIL Practitioner Questions and Answers FREE, ITIL Practitioner Online Prep Training, ITIL Practitioner Exam, ITIL Practitioner Study Guide, ITIL Practitioner Flashcards, ITIL Practitioner Quizzes visit:

ITIL Practitioner Practice Test

Practice Test Geeks © All Rights Reserved