

# ITIL-4-Foundation PDF Guide & ITIL-4-Foundation Best Vce



## ITIL 4 Foundation Study Guide

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## ITIL 4 Foundation Exam Sample Questions (Q79-Q84):

### NEW QUESTION # 79

Which practice has a purpose that includes managing authentication and non-repudiation?

- **A. Information security management**
- B. Change enablement
- C. Service Configuration management
- D. IT Asset Management

**Answer: A**

Explanation:

Explanation

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data.

Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>

### NEW QUESTION # 80

What is a problem?

- **A. A cause or potential cause of one or more incidents**
- B. An addition or modification that could have an effect on services
- C. Any change of state that has significance for the management of a configuration item
- D. An unplanned reduction in the quality of a service

**Answer: A**

### NEW QUESTION # 81

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

- A. To ensure a shared understanding of the vision and improvement direction for all products and services
- B. To organize a major improvement initiative into several smaller initiatives
- C. To make new and improved services and features available for use
- **D. To continually improve all products and services across all value chain activities**

**Answer: D**

Explanation:

"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-til-til4/#:~:text=Improve%20%E2%](https://www.symphonysummit.com/products/defining-industry-terms-itsm-til-til4/#:~:text=Improve%20%E2%80%A2)

### NEW QUESTION # 82

Which TWO of the following statements are MOST associated with the 'optimize and automate' guiding principle?

1. It is important to assess which method of communication is appropriate for each type of stakeholder.
2. Complex systems should be designed with an understanding of how the components' parts are related.
3. Organizations should consider whether technology could improve the efficiency of manual processes.
4. It is important to understand the organization's objectives when assessing the impact of potential improvements.

- A. 1 and 4
- B. 2 and 3
- C. 1 and 2
- **D. 3 and 4**

**Answer: D**

Explanation:

You need to use all of your resources as effectively and efficiently as you can. This means that you should automate wherever you can, and use people only for tasks that can't be automated. It also means that you need to think carefully about what you can automate and about the circumstances where only a person will do; and about simplifying those processes you do decide to automate to eliminate wasteful or inefficient steps.

You should always optimize the work BEFORE you automate it, as automating something that is inefficient or ineffective may just result in you doing the wrong thing faster!

<https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

### NEW QUESTION # 83

What is the definition of a known error?

- A. A cause, or potential cause, of one or more incidents
- B. Any change of state that has significance for the management of a service or other configuration item (CI)
- **C. A problem that has been analyzed and has not been resolved**
- D. An unplanned interruption to a service, or reduction in the quality of a service

**Answer: C**

### NEW QUESTION # 84

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