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ITIL 4 Foundation Exam Sample Questions (Q110-Q115):

NEW QUESTION # 110

What is described by the service value system?

- A. How all the components and activities of the organization work together as a system to enable value creation
- B. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
- C. How to apply the systems approach of the guiding principle think and work holistically
- D. Services based on one or more products, designed to address needs of a target consumer group

Answer: A

NEW QUESTION # 111

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Service Request management
- B. Change enablement
- **C. Incident management**
- D. Service request management

Answer: C

Explanation:

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.

<https://www.bmc.com/blogs/itil-v3-incident-management/>

NEW QUESTION # 112

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As a change request
- **B. As a problem**
- C. As a service request
- D. As an event

Answer: B

NEW QUESTION # 113

Which practice is responsible for moving new or changed components to live or other environments?

- **A. Deployment management**
- B. Release management
- C. Change enablement
- D. Supplier management

Answer: A

Explanation:

Explanation/Reference: <https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed>

NEW QUESTION # 114

What includes governance as a component?

- A. Practices
- **B. The service value system**
- C. The guiding principles
- D. The service value chain

Answer: B

NEW QUESTION # 115

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