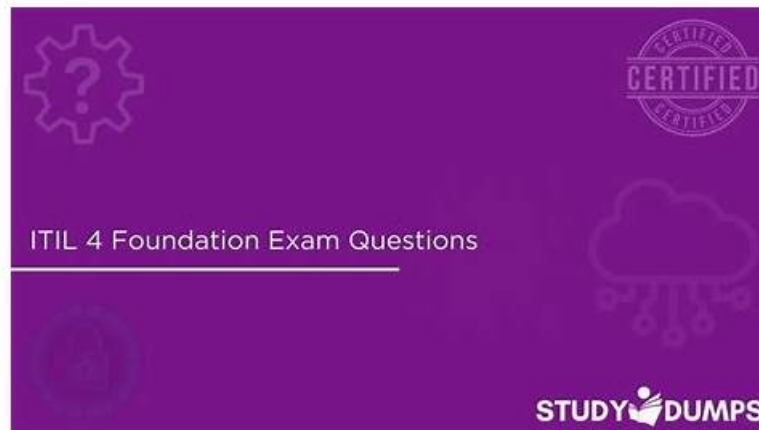


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ITIL 4 Foundation Exam Sample Questions (Q473-Q478):

NEW QUESTION # 473

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. defined
- B. managed
- C. rewarded
- D. measured

Answer: B

Explanation:

Explanation/Reference: <https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION # 474

Which statement about emergency changes is CORRECT?

- A. Authorization of emergency changes may be deferred until after implementation
- **B. Emergency changes are not usually recorded in the change schedule**
- C. Emergency changes are low risk and well understood
- D. It is necessary to complete all documentation before an emergency change is implemented

Answer: B

NEW QUESTION # 475

What is the PRIMARY use of a change schedule?

- **A. To plan changes and help avoid conflicts**
- B. To manage standard changes
- C. To support the 'incident management' practice and improvement planning
- D. To manage emergency changes

Answer: A

NEW QUESTION # 476

Which directly assists with the diagnosis and resolution of simple incidents?

- A. Fulfillment of service requests
- **B. Scripts for collecting user information**
- C. Use of shift working patterns
- D. Creation of a temporary team

Answer: B

NEW QUESTION # 477

Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- B. The restoration of normal service operation as quickly as possible
- C. The reduction of the likelihood and impact of incidents
- **D. The alignment of the organization's practices and services with changing business needs**

Answer: D

Explanation:

Explanation

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION # 478

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