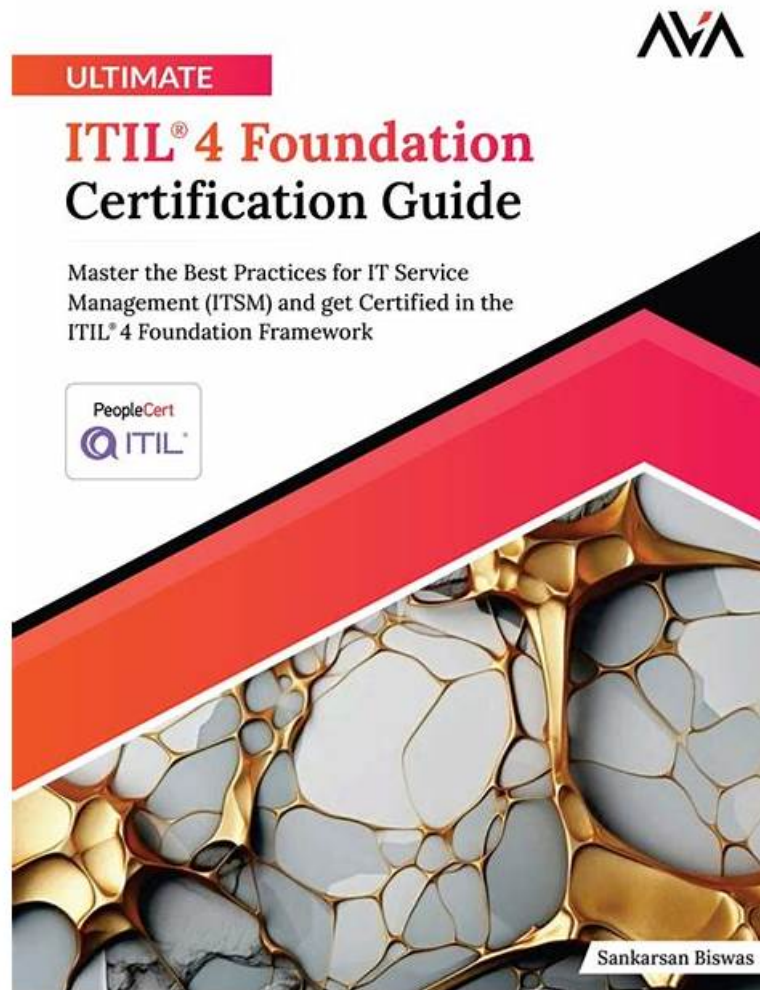


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ITIL 4 Foundation Exam Sample Questions (Q110-Q115):

NEW QUESTION # 110

When should a workaround be created?

- A. As soon as possible, once the incident is logged
- **B. When a problem cannot be resolved quickly**
- C. When a potential permanent solution has been identified
- D. After the resolution of a problem

Answer: B

NEW QUESTION # 111

Which activity is part of the 'continual improvement' practice?

- A. Logging and managing incidents that result in improvement opportunities
- B. Making business cases for improvement action
- C. Authorizing changes to implement improvements
- **D. Identifying the cause of incidents and recommending related improvements**

Answer: D

NEW QUESTION # 112

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

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

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.

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

Answer: A

NEW QUESTION # 113

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. IT asset management
- B. Incident management
- **C. Service level management**
- D. Monitoring and event management

Answer: C

Explanation:

Explanation/Reference: <https://advisera.com/20000academy/blog/2019/06/17/sfia-and-itil-a-winning-combination-for-it-businesses/>

NEW QUESTION # 114

Which is the BEST example of an emergency change?

- A. The implementation of a security patch to a critical software application
- B. A low-risk computer upgrade implemented as a service request
- C. The implementation of a planned new release of a software application
- D. A scheduled major hardware and software implementation

Answer: A

NEW QUESTION # 115

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