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ITIL-4 Foundation Exam is a globally recognized certification that validates an individual's understanding of the ITIL framework. ITIL stands for Information Technology Infrastructure Library, which is a set of best practices designed to improve IT service management. ITIL 4 Foundation is the latest version of the ITIL framework, and it offers a more holistic approach to IT service management that aligns with business objectives.

## ITIL 4 Foundation Exam Sample Questions (Q47-Q52):

**NEW QUESTION # 47**
What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas are documented, assessed and prioritized
- B. Improvement ideas that are not being actioned immediately are removed from the CIR
- C. Improvement ideas from many sources are kept in a single CIR
- D. Improvement ideas are tested, funded and agreed

**Answer: A**

**NEW QUESTION # 48**

A user wants to know how to create a report so they come into contact with the service desk.
Which practice is MOST likely to help with the solution of this issue?

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

**Answer: A**

Explanation:
The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner1. A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery2. A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice3. The other statements are not true because:
Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service1. A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service2.
Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets1. This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them2.
Change enablement: The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule1. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services2. A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component2. Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Request Management, page 7.

## NEW QUESTION # 49
What should be done for every problem?

- A. It should be resolved so that it can be closed
- B. It should be prioritized based on its potential impact and probability
- C. It should have a workaround to reduce the impact
- D. It should be diagnosed to identify possible solutions

**Answer: B**

## NEW QUESTION # 50
Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

- A. Service configuration management
- B. Service request management
- C. Change enablement
- D. Deployment management

**Answer: B**

## NEW QUESTION # 51
Which is a description of service provision?

- A. Cooperation between two organizations to ensure that a service delivers value
- B. A way to help create value by facilitating outcomes that service consumers need
- C. Activities that an organization performs to deliver services
- D. A formal description of one or more services, designed to address the needs of a service consumer

**Answer: C**

Explanation:
Explanation
The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.
The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.
Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.
Demand refers to need or desire for products and services among internal and external consumers.
https://www.bmc.com/blogs/itil-service-value-system/


## NEW QUESTION # 52

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