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ITIL 4 Foundation Exam Sample Questions (Q101-Q106):

NEW QUESTION # 101

Which is recommended as pan of the 'progress iteratively with feedback' guiding principle?

- A. Reduce the number of steps that produce tangible results
- **B. Organize work into small manageable units**
- C. Prohibit changes to plans after they have been finalized
- D. Analyse the whole situation in detail before taking any action

Answer: B

Explanation:

The 'progress iteratively with feedback' guiding principle encourages organizations to break down complex initiatives into smaller, simpler, and more manageable units of work¹. This principle also recommends seeking and acting on feedback from stakeholders, avoiding big-bang approaches, and adapting plans based on new information². However, this principle does not advise prohibiting changes to plans, analysing the whole situation in detail, or reducing the number of steps that produce tangible results, as these would be contrary to the iterative and adaptive nature of this principle³. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 27; ITIL 4 Practice Guide: Progress Iteratively with Feedback, page 9.

NEW QUESTION # 102

Which guiding principle recommends collecting data before deciding what can be re-used?

- A. Progress interactively with feedback
- B. Keep it simple and practical
- C. Focus on value
- **D. Start where you are**

Answer: D

NEW QUESTION # 103

Which statement about the 'change enablement' practice is CORRECT?

- A. Emergency changes are changes that must be fully tested and fully documented prior to implementation
- **B. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited**
- C. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
- D. Service requests are usually normal changes that can be implemented quickly without authorization

Answer: B

NEW QUESTION # 104

Which ITIL concept helps an organization to make good decisions?

- A. Practices
- **B. Guiding principles**
- C. Four dimensions of service management
- D. Service value chain

Answer: B

NEW QUESTION # 105

What is the customer of a service responsible for?

- A. Provisioning the service
- B. Using the service
- **C. Defining the requirements for the service**
- D. Authorizing the budget for the service

Answer: C

Explanation:

In ITIL 4, "service consumer" is a generic term that includes three specific roles:

* Customer - the person or group that defines the requirements for a service and takes responsibility for the outcomes of service consumption.

* User - the person or group that actually uses the service.

* Sponsor - the person or group that authorizes the budget for service consumption.

So, specifically:

- * The customer is responsible for defining the requirements for the service and for the overall outcomes expected from the service.
- * The sponsor is the one who authorizes the budget (not the customer, unless they are playing both roles in a given context).
- * The user is the one who uses the service in day-to-day operations.
- * The service provider (or relevant practices like deployment, request fulfillment, etc.) is responsible for provisioning the service, not the customer.

Now, mapping that to the options:

- * A. Authorizing the budget for the service This is the responsibility of the sponsor role, not specifically the customer role (though one person may sometimes act as both in practice).
- * B. Provisioning the service This is the responsibility of the service provider, not the customer.
- * C. Defining the requirements for the service # This matches the ITIL 4 description of the customer role: the customer defines requirements and is accountable for service outcomes. Therefore, this is the correct answer.
- * D. Using the service This describes the user role, not the customer role (even though a person could be both customer and user in some real-world situations).
- * ITIL 4 Foundation: Definition of service consumer roles - customer, user, sponsor

NEW QUESTION # 106

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