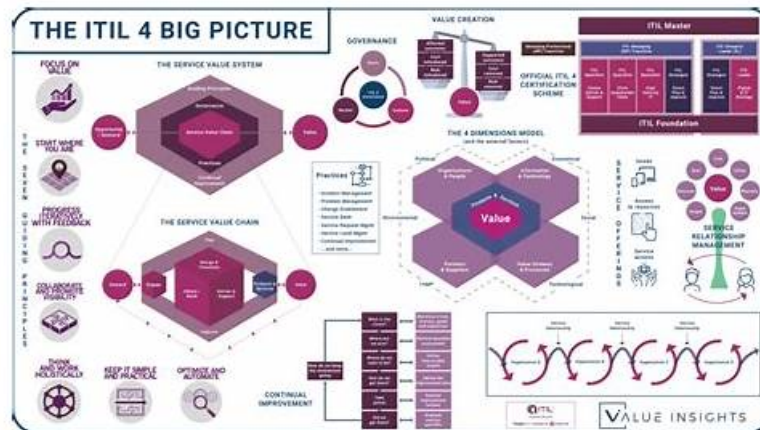


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### ITIL 4 Foundation Exam Sample Questions (Q100-Q105):

#### NEW QUESTION # 100

Which statement about a continual improvement register (CIR) is TRUE?

- A. Used to track and manage improvement ideas from identification through to final action
- B. Used to provide a formal description of one or more services designed to address the needs of a target consumer group
- C. Used to select the right method, model or technique for identifying improvements
- D. Used to help plan changes, assist in communication avoid conflicts and assign resources

**Answer: A**

Explanation:

The continual improvement practice aligns the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective

management of products and services<sup>1</sup>. A continual improvement register (CIR) is a tool used to track and manage improvement ideas from identification through to final action<sup>2</sup>. It helps to prioritize, monitor, and communicate the status of improvement initiatives<sup>3</sup>. The other statements are not true because:

Used to help plan changes, assist in communication avoid conflicts and assign resources: This describes the purpose of a change schedule, which is a tool used by the change enablement practice<sup>2</sup>.

Used to select the right method, model or technique for identifying improvements: This describes the purpose of a continual improvement model (CIM), which is a tool used by the continual improvement practice<sup>2</sup>.

Used to provide a formal description of one or more services designed to address the needs of a target consumer group: This describes the purpose of a service offering, which is an output of the engage activity of the service value chain<sup>1</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 34; ITIL 4 Practice Guide: Continual Improvement, page 9.

### NEW QUESTION # 101

Which ITIL 4 practice explicitly promotes the use of techniques like SWOT analysis, balanced scorecard, Lean, and Six Sigma to identify improvement opportunities and align services with changing business needs?

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

**Answer: A**

Explanation:

In ITIL 4, the continual improvement practice is focused on aligning the organization's services, practices, and all elements of the service value system with changing business needs by identifying and making improvements on an ongoing basis.

ITIL 4 explicitly mentions that, to support continual improvement, organizations can use and build competencies in a variety of methods and techniques, such as:

\* SWOT analysis (strengths, weaknesses, opportunities, and threats)

\* Balanced scorecard

\* Lean, Six Sigma, and other improvement and measurement tools

The guidance explains that such techniques help organizations to evaluate current performance, identify improvement opportunities, and measure progress. This is directly linked to the continual improvement practice.

Why the other options are not correct:

\* A. Incident management Focuses on managing incidents and restoring service quickly. While it may use some analysis tools, it is not the practice that explicitly promotes SWOT or balanced scorecards as general organizational competencies.

\* C. Service request management Manages user requests for services (like access, information, or standard changes). Its focus is on handling requests efficiently, not on strategic improvement techniques.

\* D. Change enablement Ensures that changes are properly assessed and authorized. It may use risk and impact assessment methods, but the explicit recommendation to develop skills in SWOT and balanced scorecard belongs to continual improvement.

Therefore, B. Continual improvement is the correct option.

References (ITIL 4 Foundation):

\* ITIL Foundation: ITIL 4 Edition - Continual improvement practice (purpose, key activities, and methods)

\* ITIL Foundation: ITIL 4 Edition - Mention of SWOT analysis, balanced scorecard, and other improvement techniques as supporting tools for continual improvement

### NEW QUESTION # 102

Which is included in the purpose of the 'improve' value chain activity?

- A. Ensuring a shared understanding of the improvement direction for services across the organization
- B. Ensuring that services continually meet expectations for quality, costs, and time to market
- **C. Ensuring the continual improvement of practices across all value chain activities**
- D. Ensuring continual engagement and good relationships with all stakeholders

**Answer: C**

Explanation:

The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

<https://wiki.process-symphony.com.au/framework/lifecycle/service-value-system/itil->

4/#:~.text=The%20purpose%20of%20the%20improve,four%20dimensions%20of%20service%20management.

### NEW QUESTION # 103

Which principle concentrates on service consumers?

- A. Focus on value
- B. Optimize and automate
- C. Keep it simple
- D. Start where you are

**Answer: A**

### NEW QUESTION # 104

Which is part of the value proposition of a service?

- A. Risks imposed on the consumer by the service
- B. Costs removed from the consumer by the service
- C. Costs imposed on the consumer by the service
- D. Outputs of the service received by the consumer

**Answer: B**

Explanation:

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships:

Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the customer does not pay for the actual cost of purchasing the car.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

### NEW QUESTION # 105

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