

ITIL ITIL-4-Foundation Pdf Questions - Outstanding Practice To your ITIL 4 Foundation Exam

ITIL® 4 Foundation (Practice Exam #4) **questions with correct answers**

Identify the missing word(s) in the following sentence. Service management is a set of specialized organizational [?] for enabling value for customers in the form of services. - Answer Capabilities

What is the definition of a configuration item? - Answer Any component that needs to be managed in order to deliver an IT service

Identify the missing word(s) in the following sentence. An incident is a(n) [?] interruption to a service or reduction in the quality of a service. - Answer Unplanned

What is the purpose of the 'change enablement' practice? - Answer Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes.

What is the purpose of the 'deployment management' practice? - Answer Moving new or changed hardware, software, documentation, processes, or any other service component to live environments.

What is the purpose of the 'service level management' practice? - Answer Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

What is defined as the practice of planning and managing the full lifecycle of all IT assets? - Answer IT asset management

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ITIL 4 Foundation exam is the entry-level certification for IT professionals who want to demonstrate their knowledge and understanding of IT service management. ITIL 4 is the latest version of the IT Infrastructure Library (ITIL), a set of best practices for IT service management. The ITIL 4 Foundation exam covers the fundamental concepts and principles of ITIL 4, including the four dimensions of service management, the service value system, and the service value chain.

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ITIL certification is very helpful, especially the ITIL-4-Foundation which is recognized as a valid qualification in this industry. So far,

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ITIL-4-Foundation (ITIL 4 Foundation) Certification Exam is designed to test the knowledge of individuals who want to demonstrate their understanding of the ITIL 4 framework. ITIL stands for Information Technology Infrastructure Library, and it is a popular framework used by organizations to manage their IT services effectively. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 framework and is ideal for those who are new to ITIL and want to learn about its fundamental concepts.

ITIL 4 Foundation Certification Exam is a valuable certification program that equips professionals with the necessary knowledge and skills to manage IT services effectively. ITIL 4 Foundation Exam certification provides a solid foundation for professionals who want to advance their careers in IT service management and for those who want to understand the ITIL 4 framework. ITIL-4-Foundation Exam covers various aspects of IT service management, including the service value chain, guiding principles, governance, and continual improvement.

ITIL 4 Foundation Exam Sample Questions (Q50-Q55):

NEW QUESTION # 50

Which of the following is the MOST important 'or effective incident management?

- A. Automated pipelines
- B. Balanced scorecard review
- C. A variety of access channels
- **D. Collaboration tools and techniques**

Answer: D

NEW QUESTION # 51

Which statement about emergency changes is CORRECT?

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

Answer: D

Explanation:

* Emergency changes. These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly. As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes, but it may be acceptable to defer some documentation until after the change has been implemented, and sometimes it will be necessary to implement the change with less testing due to time constraints. There may also be a separate change authority for emergency changes, typically including a small number of senior managers who understand the business risks involved."

<https://itsmtools/why-what-change-management/#:~:text=Emergency%20changes.&text=Emergency%20change>

NEW QUESTION # 52

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

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

Answer: C

NEW QUESTION # 53

Which describes a set of defined steps for implementing improvements?

- A. The 'engage' value chain activity
- **B. The 'continual improvement model'**
- C. The 'continual improvement register'
- D. The 'improve' value chain activity

Answer: B

NEW QUESTION # 54

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. An emergency change
- **B. A standard change**
- C. A normal change
- D. An internal change

Answer: B

NEW QUESTION # 55

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