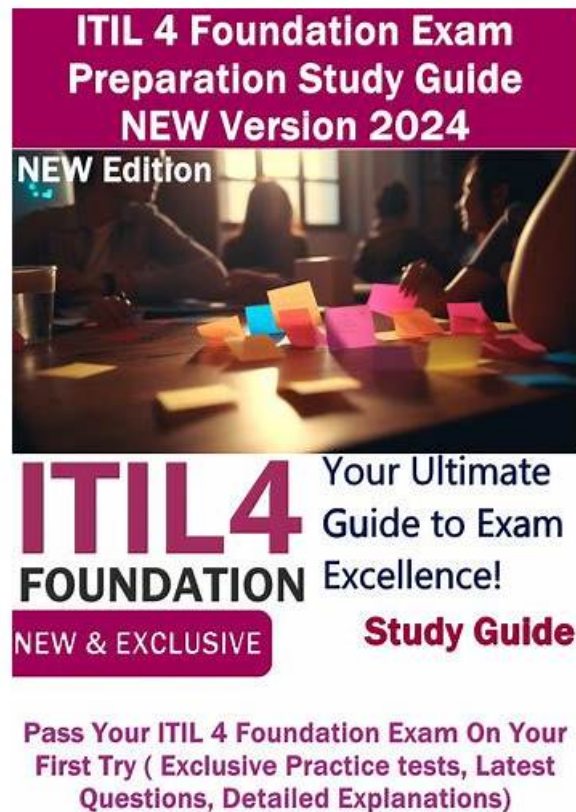


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ITIL 4 Foundation Exam Sample Questions (Q98-Q103):

NEW QUESTION # 98

Which TWO of the following statements are MOST associated with the 'optimize and automate' guiding principle?

1. It is important to assess which method of communication is appropriate for each type of stakeholder.
2. Complex systems should be designed with an understanding of how the components' parts are related.
3. Organizations should consider whether technology could improve the efficiency of manual processes.
4. It is important to understand the organization's objectives when assessing the impact of potential improvements.

- A. 1 and 2
- B. 1 and 4
- C. 3 and 4
- D. 2 and 3

Answer: C

NEW QUESTION # 99

What is the purpose of the 'relationship management' practice?

- A. To support the agreed quality of a service handling all agreed, user-initiated service requests
- B. To establish and nurture the links between the organization and its stakeholders
- C. To align the organization's practices and services with changing business needs
- D. To set clear business-based targets for service performance

Answer: B

NEW QUESTION # 100

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:

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 # 101

A service offering may include, access to resources, and service actions, which is an example of a service action?

- A. A mobile phone enables a user to work remotely
- B. A license allows a user to install a software product
- C. A service desk agent provides support to user.
- D. A password allows a user connect to a Wifi network

Answer: C

NEW QUESTION # 102

Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

- A. Service value chain
- B. Guiding principles
- C. Practices
- D. Continual improvement

Answer: D

NEW QUESTION # 103

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