

Sample ITIL-4-Foundation Questions Answers & Real ITIL-4-Foundation Dumps

ITIL 4 Foundation Sample Questions and Answers 2022

- 01. How should an organization include third-party suppliers in the continual improvement of services?**
- a) Ensure suppliers include details of their approach to service improvement in contracts
 - b) Require evidence that the supplier uses agile development methods
 - c) Require evidence that the supplier implements all improvements using project management practices
 - d) Ensure that all supplier problem management activities result in improvements
- 02. What is the reason for using a balanced bundle of service metrics?**
- a) It reduces the number of metrics that need to be collected
 - b) It reports each service element separately
 - c) It provides an outcome-based view of services
 - d) It facilitates the automatic collection of metrics
- 03. Why should incidents be prioritized?**
- a) To help automated matching of incidents to problems or known errors
 - b) To identify which support team the incident should be escalated to
 - c) To ensure that incidents with the highest business impact are resolved first
 - d) To encourage a high level of collaboration within and between teams
- 04. Which guiding principle recommends assessing the current state and deciding what can be reused?**
- a) Focus on value
 - b) Start where you are
 - c) Collaborate and promote visibility
 - d) Progress iteratively with feedback
- 05. How do all value chain activities transform inputs to outputs?**
- a) By determining service demand
 - b) By using a combination of practices
 - c) By using a single functional team
 - d) By implementing process automation
- 06. Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?**
- a) Service configuration management
 - b) Service desk
 - c) IT asset management
 - d) Monitoring and event management
- 07. What does the 'service request management' practice depend on for maximum efficiency?**
- a) Compliments and complaints
 - b) Self-service tools
 - c) Processes and procedures

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ITIL-4-Foundation (ITIL 4 Foundation) exam is a certification program that is designed to assess the candidate's understanding of ITIL 4 Foundation concepts and principles. ITIL, or Information Technology Infrastructure Library, is a framework that helps organizations manage their IT services effectively. The ITIL 4 Foundation course covers the basics of ITIL 4, including service management concepts, service value system, service value chain, and service management practices.

ITIL 4 Foundation Exam Sample Questions (Q115-Q120):

NEW QUESTION # 115

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. a formal process
- B. a value chain activity
- C. a dedicated team
- **D. detailed procedures**

Answer: D

NEW QUESTION # 116

Which role approves the cost of services?

- A. Change authority
- B. User
- C. Customer
- **D. Sponsor**

Answer: D

NEW QUESTION # 117

What is an incident?

- **A. A service interruption resolved by the use of self-help tools**
- B. A result enabled by one or more outputs
- C. The planned removal of an item that might affect a service
- D. A possible future event that could cause harm

Answer: A

NEW QUESTION # 118

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- **B. Continual service improvement**
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- C. Service transition
- D. Service strategy

Answer: B

NEW QUESTION # 119

Which does the ITIL service value system discourage?

- **A. Organizational silos**
- B. Coordinated authorities and responsibilities
- C. Interfaces among practices
- D. Organizational agility

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