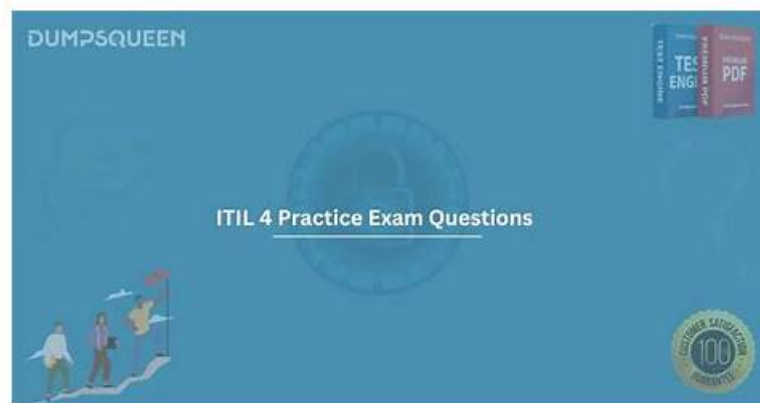


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ITIL 4 Foundation Exam Sample Questions (Q105-Q110):

NEW QUESTION # 105

Which practice has a purpose that includes helping the organization to maximize value, control costs and manage risks?

- A. Relationship management
- B. Service desk
- C. IT asset management
- D. Release management

Answer: C

NEW QUESTION # 106

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- A. Incident management
- B. Service level management

- C. Service request management
- D. Problem management

Answer: C

Explanation:

A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.

Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.

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

NEW QUESTION # 107

Which of the following terms is more suitable to describe the functionality of a service?

- A. Outcome
- B. Output
- C. Utility
- D. Warranty

Answer: C

Explanation:

Utility is the term used to describe the functionality of a service, or how well it meets the needs and expectations of the customers and users. Utility can be expressed as 'what the service does' or 'the functionality offered by a product or service to meet a particular need'1. Utility is one of the two elements of service value, along with warranty2. Reference: ITIL Foundation - ITIL 4 Edition, page 4; ITIL 4 - A Pocket Guide, page 14.

NEW QUESTION # 108

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Specialist teams
- B. A separate process
- C. Third party support
- D. Immediate escalation

Answer: B

NEW QUESTION # 109

Which value chain activity is concerned with the availability of service components?

- A. Design and transition
- B. Deliver and support
- C. Plan
- D. Obtain/build

Answer: D

Explanation:

Explanation

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-itil-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20ac>

NEW QUESTION # 110

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