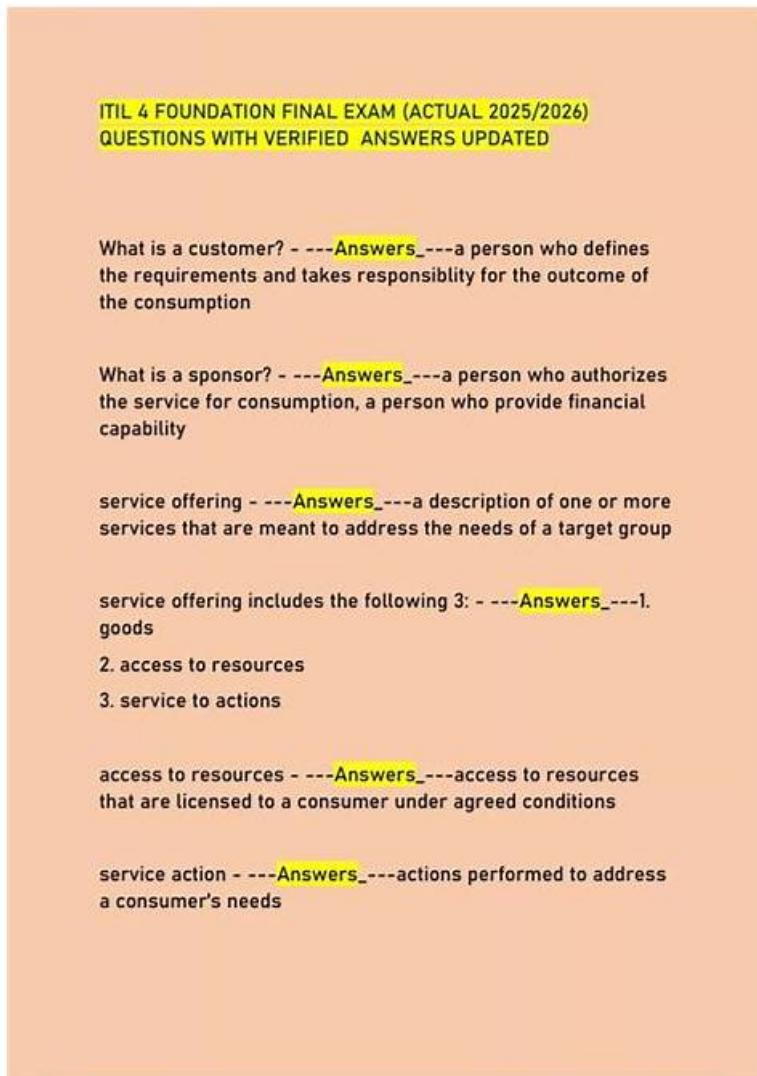


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ITIL 4 Foundation Exam Sample Questions (Q11-Q16):

NEW QUESTION # 11

Which is a supplier category?

- A. Customer
- B. Resource
- C. Technical
- D. Commodity

Answer: B

NEW QUESTION # 12

Which step of the 'continual improvement model' defines measurable targets?

- A. how we get there?
- B. What is the vision?
- C. Where are we now?
- D. Where do we want to be?

Answer: D

Explanation:

Explanation

This is one of the most important questions for continual improvement. This question helps to define measurable targets for the IT service provider that will help to reach the vision of the company in the long-term. At this stage, we look at the identified key performance indicators from the previous step and determine what values we want to target for each of these indicators. This decision must be made with the business's vision in mind, but also with a sense of what is practically possible.

<https://blog.masterofproject.com/continual-improvement-model/>

NEW QUESTION # 13

Service transition contains detailed descriptions of which processes?

- A. Service asset and configuration management, release and deployment management, request fulfillment
- B. Service level management, service portfolio management, service asset and configuration management
- C. Change management, capacity management, event management, service request management
- D. Change management, service asset and configuration management, release and deployment management

Answer: D

NEW QUESTION # 14

Which ITIL concept helps an organization to make good decisions?

- A. Practices
- B. Guiding principles
- C. Service value chain

- D. Four dimensions of service management

Answer: B

Explanation:

In ITIL 4, guiding principles are defined as recommendations that guide an organization in all circumstances, regardless of changes in goals, strategies, work type, or management structure. They are explicitly intended to support decision-making and actions at all levels of the organization.

The guiding principles help people decide:

- * How to approach work
- * How to prioritize activities
- * How to respond to challenges or opportunities
- * How to adapt service management practices to the organization's context
- The other options are important ITIL concepts, but they do not primarily exist to guide decisions in every situation:
- * Four dimensions of service management give a holistic view of what must be considered, but do not themselves provide decision rules.
- * Service value chain describes core activities that create value, not a decision framework.
- * Practices describe how specific types of work are organized, not general decision guidance.

Therefore, the ITIL concept that helps an organization make good decisions in all circumstances is the guiding principles.

NEW QUESTION # 15

What is an incident?

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

Answer: B

NEW QUESTION # 16

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