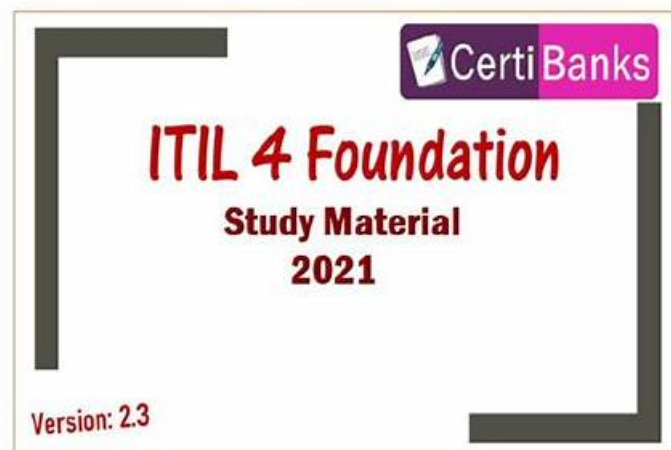


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ITIL 4 Foundation Exam Sample Questions (Q98-Q103):

NEW QUESTION # 98

Which competencies are required by the 'service level management' practice?

- A. Business analysis and commercial management
- B. Problem investigation and resolution
- C. Incident analysis and prioritization
- D. Balanced scorecard reviews and maturity assessment

Answer: A

NEW QUESTION # 99

Which statement about value streams is CORRECT?

- A. Each value stream must include all 34 ITIL practices
- B. Each value stream must include suppliers or partners
- C. Each value stream must be designed for a specific scenario
- D. Each value stream must include all six value chain activities

Answer: C

NEW QUESTION # 100

Which of the following guiding principles proposes the elimination of unnecessary work?

- A. Keep it simple and practical
- B. Start where you are
- C. Progress iteratively with feedback
- D. Think and work holistically

Answer: A

NEW QUESTION # 101

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

- A. Service desk
- B. Change enablement
- C. Relationship management
- D. Supplier management

Answer: C

NEW QUESTION # 102

In which TWO situations should the ITIL guiding principles be considered?

1. In every initiative
2. In relationships with all stakeholders
3. Only in specific initiatives where the principle is relevant
4. Only in specific stakeholder relationships where the principle is relevant

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

Answer: B

NEW QUESTION # 103

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