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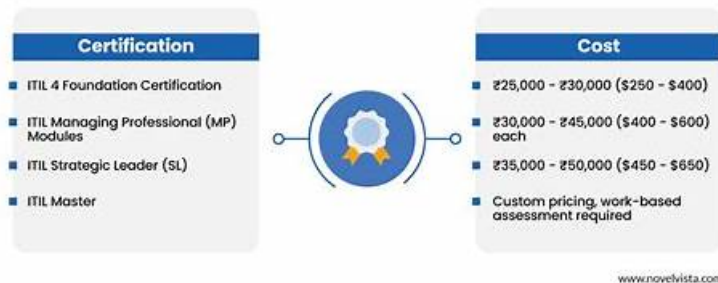

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ITIL 4 Foundation Exam Sample Questions (Q21-Q26):

NEW QUESTION # 21
What is a problem that has been analysed but has not been resolved?

- A. Workaround
- B. Event
- C. Incident
- D. Known error

Answer: D

NEW QUESTION # 22
An SLA is a service level agreement.
Which describes the 'watermelon SLA' effect?

- A. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

- B. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
- C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
- D. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.

Answer: D

NEW QUESTION # 23

Which practice's purpose includes creating closer more collaborative relationships?

- A. Information security management
- B. Supplier management
- C. Release management
- D. Service configuration management

Answer: B

NEW QUESTION # 24

Which service catalogue view is considered beneficial when constructing the relationship between services, SLAs, OLAs, and other underpinning agreements?

- A. Retail customer view
- B. Wholesale customer view
- C. Service-based SLA view
- D. Supporting services view

Answer: D

NEW QUESTION # 25

What is defined as "the role that uses services?

- A. User
- B. Service consumer
- C. Customer
- D. Sponsor

Answer: A

Explanation:
User: A person who uses services; e.g. the company employees.
https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION # 26

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