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ITIL 4 Foundation Exam Overview



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ITIL 4 Foundation Exam Sample Questions (Q44-Q49):

NEW QUESTION # 44

Which practice guarantees that users have a range of access channels to choose from to report problems?

- A. Service desk
- B. Change enablement
- C. Service level management
- D. Incident management

Answer: A

NEW QUESTION # 45

Which is one of the MAIN concerns of the 'design and transition' value chain activity?

- A. Understanding stakeholder needs
- B. Understanding the organization's vision
- C. Ensuring service components are available
- **D. Meeting stakeholder expectations**

Answer: D

Explanation:

Explanation

The purpose of 'obtain/build' value chain activity is "to ensure that service components are available when and where they are needed, and meet agreed specifications." Service components for 'deliver and support' and service components for design and transition are key outputs of 'obtain/build' value chain activity.

NEW QUESTION # 46

Which is the FIRST action when optimizing a service?

- A. Agree the future state
- B. Assess the current state
- C. Implement the improvement
- **D. Understand the organizational context**

Answer: D

Explanation:

There are many ways in which practices and services can be optimized. Regardless of the specific techniques, the path to optimization follows these high-level steps:

- * Understand and agree the context in which the proposed optimization exists
- * Assess the current state of the proposed optimization
- * Agree what the future state and priorities of the organization should be, focusing on simplification and value
- * Ensure the optimization has the appropriate level of stakeholder engagement and commitment
- * Execute the improvements in an iterative way
- * Continually monitor the impact of optimization

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION # 47

Which dimension considers data security and privacy?

- A. Organizations and people
- B. Partners and suppliers
- C. Value streams and processes
- **D. Information and technology**

Answer: D

NEW QUESTION # 48

Which term describes the functionality offered by a service?

- A. cost
- B. Risk
- C. Warranty
- **D. Utility**

Answer: D

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