

# Free PDF Quiz ITIL - ITIL Foundation (V4)–Reliable Reliable Test Bootcamp



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## EXIN ITIL Foundation (V4) Sample Questions (Q24-Q29):

### NEW QUESTION # 24

What type of record should you raise when a problem diagnosis is complete and a workaround is available?

- A. An incident
- B. A change
- C. A service object
- D. A known error

**Answer: D**

### NEW QUESTION # 25

A plan for managing the end of a supplier contract should be created when?

- A. The contract has been agreed
- B. The Supplier Manager decides that there is a risk the contract might need to end soon
- C. The contract is about to be ended
- D. The contract is being negotiated

**Answer: D**

### NEW QUESTION # 26

What is the purpose of the 'incident management' practice?

- A. To support the agreed service quality by effective handling of all agreed user-initiated service requests
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- C. To capture demand for incident resolution and service requests
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

**Answer: D**

### NEW QUESTION # 27

What is the purpose of the 'monitoring and event management' practice?

- A. To capture demand for incident resolution and service requests
- B. To systematically observe services and service components
- C. To manage workarounds and known errors
- D. To restore normal service operation as quickly as possible

**Answer: B**

### NEW QUESTION # 28

Which of the following correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

**Answer: D**

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