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ITIL 4 Foundation Exam Sample Questions (Q63-Q68):

NEW QUESTION # 63

Which value chain activity ensures that service components meet agreed specifications?

- A. Deliver and support
- B. Plan
- C. Design and transition
- **D. Obtain/build**

Answer: D

NEW QUESTION # 64

Which is a purpose of the 'relationship management' practice?

- A. To identify, analyze, monitor, and continually improve links with stakeholders
- B. To be the entry point and single point of contact for the service provider with all of its users
- C. To systematically observe services and service components
- D. To protect the information needed by the organization to conduct its business

Answer: A

NEW QUESTION # 65

Which is NOT a key focus of the 'information and technology' dimension?

- A. Roles and responsibilities
- B. Security and compliance
- C. Communication systems and knowledge bases
- D. Workflow management and inventory systems

Answer: A

NEW QUESTION # 66

Which statement about the purpose or the Monitoring and event management practice is TRUE?

- A. Support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- B. Systematically observe services and service components and record and report selected changes of state identified as events
- C. Maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorized and managed within a schedule
- D. Minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Answer: B

Explanation:

The purpose of the monitoring and event management practice is to systematically observe services and service components and record and report selected changes of state identified as events¹. This practice helps to identify and prioritize any issues or opportunities for improvement in the delivery or support of services². The other statements describe the purposes of different practices: incident management (A), service request management (B), and change enablement (D)³. Reference: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 31; ITIL 4 Practice Guide: Monitoring and Event Management, page 7.

NEW QUESTION # 67

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

- A. Perform baseline assessments
- B. Define measurable targets
- C. Execute improvement actions
- D. Evaluate measurements and metrics

Answer: D

NEW QUESTION # 68

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