ITIL-4-Foundation Test Question - Test ITIL-4-Foundation Engine

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ITIL 4 Foundation Certification Exam is a valuable certification program that equips professionals with the necessary knowledge and skills to manage IT services effectively. ITIL 4 Foundation Exam certification provides a solid foundation for professionals who want to advance their careers in IT service management and for those who want to understand the ITIL 4 framework. ITIL-4-Foundation Exam covers various aspects of IT service management, including the service value chain, guiding principles, governance, and continual improvement.

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ITIL 4 Foundation Exam Sample Questions (Q11-Q16):

NEW QUESTION # 11
What includes governance as a component?

- A. The service value chain
- B. The service value system
- C. The guiding principles
- D. Practices

Answer: B

NEW QUESTION # 12

Which describes an unresolved problem which has been already analysed?

- A. A workaround
- B. A known error
- C. An incident
- D. A risk

Answer: B

Explanation:

A known error is a problem that has been analysed but not resolved1. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet2. A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems3. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 8.

NEW QUESTION # 13

Which is a use of a change schedule?

- A. Tracking and managing improvement ideas from identification through to final action
- B. Providing information about deployed changes to help manage incidents and problems
- C. Providing a means of initiating and assessing normal changes
- D. Speeding up the planning and authorization of emergency changes

Answer: B

NEW QUESTION # 14

Which practice has a purpose that includes managing authentication and non-repudiation?

- A. IT Asset Management
- B. Information security management
- C. Change enablement
- D. Service Configuration management

Answer: B

Explanation:

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data.
Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.
https://www.sciencedirect.com/topics/computer-science/nonrepudiation

NEW QUESTION # 15

What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

- A. Customer engagement
- B. Operational metrics
- C. Customer feedback
- D. Business metrics

Answer: A

NEW QUESTION # 16

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