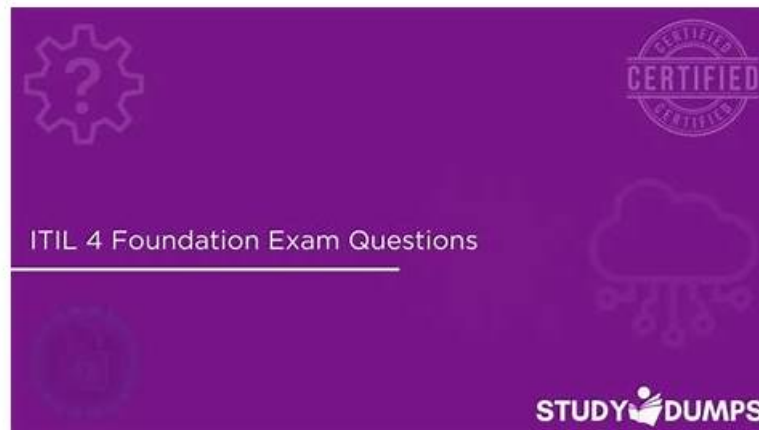


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ITIL 4 Foundation Exam Sample Questions (Q46-Q51):

NEW QUESTION # 46

What is defined as a change of state that has significance for the management of an IT service?

- A. Problem

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

Answer: B

NEW QUESTION # 47

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

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

Answer: B

NEW QUESTION # 48

What is the purpose of the 'information security management' practice?

- A. To observe services and service components
- B. To plan and manage the full lifecycle of all IT assets
- C. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- D. To protect the information needed by the organization to conduct its business

Answer: D

NEW QUESTION # 49

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. service value system
- C. 'service request management' practice
- D. four dimensions of service management

Answer: B

NEW QUESTION # 50

What is defined as 'the role that uses services'?

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

Answer: B

NEW QUESTION # 51

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