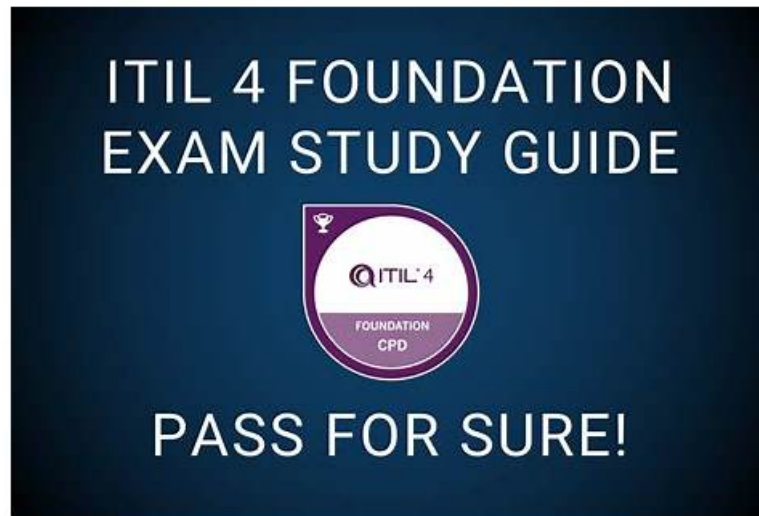# Pass Guaranteed Quiz ITIL - Reliable ITIL-4-Foundation - Exam ITIL 4 Foundation Exam Dump

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ITIL 4 Foundation Exam Sample Questions (Q113-Q118):

NEW QUESTION # 113
Which is the FIRST thing to consider when focusing on value?

- A. Ensuring value is co-created by improvement initiatives.

- B. Identifying the service customer who will receive value
- C. Defining customer experience and user experience
- D. Understanding what is valuable to the service consumer

Answer: B

Explanation:
Explanation
When focusing on value, the first step is to know who are the customers and key stakeholders being served.
Next, it is important to have an understanding of what consitutes value from the consumer's perspective.
https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,va

NEW QUESTION # 114
What is defined as any financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. Event
- C. IT asset
- D. Product

Answer: C

NEW QUESTION # 115
Which is an example are problem control activity?

- A. Implementing a technical fix to resolve an issue
- B. Reviewing incident records to identify trends
- C. Documenting the steps in a workaround
- D. Re-assessing a known error to understand the ongoing impact

Answer: C

NEW QUESTION # 116
Which statement about emergency changes is CORRECT?

- A. Authorization of emergency changes may be deferred until after implementation
- B. Emergency changes are low risk and well understood
- C. Emergency changes are not usually recorded in the change schedule
- D. It is necessary to complete all documentation before an emergency charge is implemented

Answer: C

Explanation:
* Emergency changes. These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly. As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes, but it may be acceptable to defer some documentation until after the change has been implemented, and sometimes it will be necessary to implement the change with less testing due to time constraints. There may also be a separate change authority for emergency changes, typically including a small number of senior managers who understand the business risks involved."
https://itsm.tools/why-what-change-management/#:~:text=Emergency%20changes.&text=Emergency%20change

NEW QUESTION # 117
What is a recommendation of the 'focus on value' guiding principle?

- A. Focus on the value of new and significant projects first

- B. Focus on value at every step of the improvement
- C. Make 'focus on value' a responsibility of the management
- D. Focus on value for the service provider first

Answer: B

NEW QUESTION # 118

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