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## ITIL-4-Foundation Dumps

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## ITIL 4 Foundation Exam Sample Questions (Q38-Q43):

### NEW QUESTION # 38

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Prioritization
- C. Detection
- D. Escalation

**Answer: A**

Explanation:

Explanation

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### NEW QUESTION # 39

Which statement about IT service management is CORRECT?

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- A. It is performed by IT service providers using a mix of people, process and technology
- B. It is performed by the service desk using a mix of people, process and technology
- C. It is performed by customers using a mix of IT systems, services and processes
- D. It is performed by IT service providers using a mix of suppliers and their products

**Answer: A**

### NEW QUESTION # 40

Which term describes the functionality offered by a service?

- A. Utility
- B. Risk
- C. cost
- D. Warranty

**Answer: A**

### NEW QUESTION # 41

Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

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

**Answer: D**

## NEW QUESTION # 42

Which statement about the 'continual improvement model' is CORRECT?

- A. The flow of the model helps organizations to link improvements to its goals
- B. Organizations should use an additional model or method to link improvements to customer value
- C. The model is applicable to only certain parts of the service value system
- D. Organizations should work through the steps of the model in the sequence in which they are presented

**Answer: D**

## NEW QUESTION # 43

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