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ITIL® 4 Foundation (Practice Exam #4) questions with correct answers

Identify the missing word(s) in the following sentence. Service management is a set of specialized organizational [?] for enabling value for customers in the form of services. - Answer   Capabilities

What is the definition of a configuration item? - Answer   Any component that needs to be managed in order to deliver an IT service

Identify the missing word(s) in the following sentence. An incident is a(n) [?] interruption to a service or reduction in the quality of a service. - Answer   Unplanned

What is the purpose of the 'change enablement' practice? - Answer   Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes.

What is the purpose of the 'deployment management' practice? - Answer   Moving new or changed hardware, software, documentation, processes, or any other service component to live environments.

What is the purpose of the 'service level management' practice? - Answer   Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

What is defined as the practice of planning and managing the full lifecycle of all IT assets? - Answer   IT asset management

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ITIL 4 Foundation Exam is designed to evaluate a candidate's understanding of the ITIL framework, including key concepts, principles, and practices. ITIL-4-Foundation Exam covers topics such as service management, service value system, service value chain, and ITIL practices. It is a multiple-choice exam that consists of 40 questions and takes 60 minutes to complete. Candidates who pass the exam receive the ITIL 4 Foundation certification, which demonstrates their knowledge and understanding of the ITIL framework. ITIL 4 Foundation Exam certification is highly valued by employers and can help professionals advance their careers in IT service management.

ITIL 4 Foundation Exam Sample Questions (Q93-Q98):

NEW QUESTION # 93
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Focus on value
- B. Progress iteratively with feedback
- C. Keep is simple and practical
- D. Start where you are

Answer: D

NEW QUESTION # 94
Which term is used to describe the prediction and control of income and expenditure within an organization?

- A. Governance
- B. Budgeting
- C. Accounting
- D. Charging

Answer: B

NEW QUESTION # 95
When should a change request be submitted to resolve a problem?

- A. As soon as a workaround for the problem has been identified
- B. As soon as the analysis of cost, risks and benefits justifies the change
- C. As soon as a solution for the problem has been identified
- D. As soon as the analysis of the frequency and impact of incidents justifies the change

Answer: B

NEW QUESTION # 96
Which statement about service requests is CORRECT?

- A. Service requests that require simple workflows should be dealt with as incidents
- B. Service requests require workflows that should use manual procedures and avoid automation
- C. Complex service requests should be dealt with as normal changes
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

Answer: D

NEW QUESTION # 97

Which function is responsible for the management of a data centre?

- A. Technical management
- B. Application management
- C. Facilities management
  D18912E1457D5D1DDCBD40AB3BF70D5D
- D. Service desk

Answer: C

NEW QUESTION # 98

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