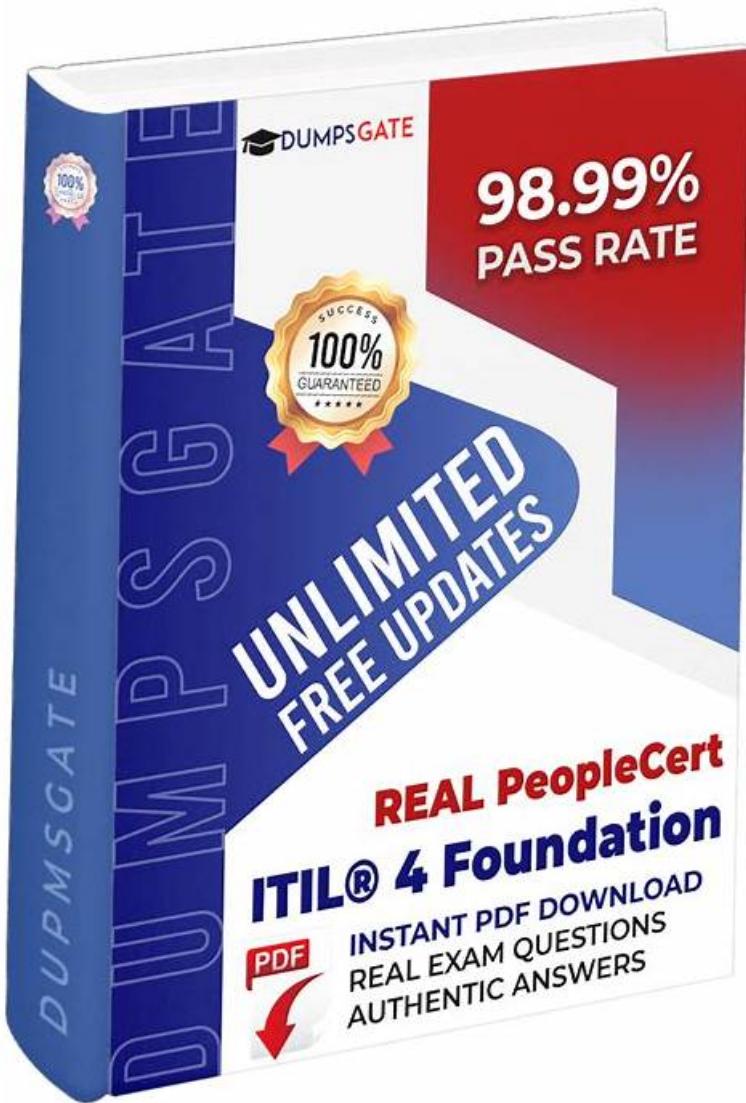


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## ITIL 4 Foundation Exam Sample Questions (Q112-Q117):

### NEW QUESTION # 112

Which of the following statements about 'outcomes' is TRUE?

- A. The level of expenses regarding a technology for a service is defined by an outcome
- B. An outcome depends on at least one output to deliver a result
- C. The delivery of products to a stakeholder is enabled by outcomes
- D. Outcomes provide assurance to stakeholders regarding the performance of a service

**Answer: B**

Explanation:

An outcome is a result for a stakeholder enabled by one or more outputs<sup>1</sup>. Outputs are tangible or intangible deliverables of an activity<sup>1</sup>. For example, a service provider may produce a report (output) that helps a customer make a decision (outcome)<sup>2</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 3; ITIL 4 - A Pocket Guide, page 13.

### NEW QUESTION # 113

Which statement about a 'continual improvement register' is CORRECT?

- A. It should be managed at the senior level of the organization
- B. There should only be one for the whole organization
- C. It should be used to capture user demand
- D. It should be re-prioritized as ideas are documented

**Answer: D**

### NEW QUESTION # 114

Which dimension includes activities and workflows?

- A. Partners and suppliers
- B. Value streams and processes
- C. Organizations and people
- D. Information and technology

**Answer: B**

### NEW QUESTION # 115

Which activity is NOT recommended by the start where you are' guiding principle?

- A. Discarding existing processes before assessing their usefulness
- B. Involving people who are not familiar with a service when observing and assessing its activities
- C. Applying risk management when considering to introduce new processes
- D. Using source data to avoid any unintentional data distortion found in reports

**Answer: A**

Explanation:

Explanation

Don't start from scratch and build something new without considering what you already have. It's almost always better to improve what you currently have than to throw it all away and start again, although you must also be able to recognise when a complete replacement is, in fact, needed.

Not only is this approach less wasteful than starting from scratch - because it preserves value that you already have - but it also helps

you to keep your people on board. They're much more likely to support the changes you need if their previous contributions have been appropriately valued.

Don't rely on metrics and reports to tell you what the current situation is. When you carry out an assessment you should observe what is happening for yourself, and just use the metrics to support your observations.

<https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

## NEW QUESTION # 116

What is the purpose of the 'deployment management' practice?

- A. To make new or changed services available for use
- B. **To move new or changed components to live environments**
- C. To set clear business-based targets for service performance
- D. To ensure services achieve agreed and expected performance

**Answer: B**

## NEW QUESTION # 117

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