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ITIL 4 Foundation Practice Exam with complete Questions and Answers

How does prioritization of incidents assist in incident Management? - answerIt ensures that incidents are resolved as quickly as possible

Which value chain activity provides information about service Improvements to all value chain activities - answerImprove

Which is the a purpose of the "information security" practice - answerProtect the information needed by the organization to conduct business

Which are the key activities of governance - answerEvaluate Direct Monitor

Which is NOT one of the steps of the Continual improvement model - answerWhat Improvement Method Will We Use

What is the Utility of a service? - answerService functionality

What is the definition of an output? - answerA tangible or intangible deliverable of an activity

Which of the following could be part of a service offering:

- 1 Goods
- 2 Policies
- 3 Access to resources
- 4 Service Actions - answer1,3,4

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ITIL 4 Foundation Exam Sample Questions (Q73-Q78):

NEW QUESTION # 73

Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

- A. process
- B. tools
- C. plans
- **D. measurement**

Answer: D

NEW QUESTION # 74

Which is the BEST type of resource for investigating complex incidents?

- A. Self-help systems
- B. Disaster recovery plans
- **C. Knowledgeable support staff**
- D. Detailed work instructions

Answer: C

NEW QUESTION # 75

What is the CORRECT order for the three phases of problem management?

- A. Problem identification error control problem control
- B. Problem control, error control problem identification
- C. Error control, problem control, problem identification
- **D. Problem identification problem control error control**

Answer: D

Explanation:

The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors¹. The three phases are:

* Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents².

* Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution².

* Error control: the process of managing known errors throughout their lifecycle, from recording to removal². References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 9.

NEW QUESTION # 76

Which statement about 'continual improvement' is CORRECT?

- A. A single team should carry out 'continual improvement' across the organization
- B. All improvement ideas should be logged in a single 'continual improvement register'
- C. 'Continual improvement' should have minimal interaction with other practices
- **D. Everyone in the organization is responsible for some aspects of 'continual improvement'**

Answer: D

NEW QUESTION # 77

What is the purpose of service level management?

- A. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).
- B. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- C. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- **D. To ensure that all current and planned IT services are delivered to agreed achievable targets.**

Answer: D

NEW QUESTION # 78

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