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ITIL 4 Foundation Exam Sample Questions (Q70-Q75):

NEW QUESTION # 70

Which TWO of the following are considerations of change enablement?

1. Managing the people aspects of change
2. Ensuring that organizational transformations are successful

3. Maximizing the number of successful service changes
4. Ensuring that changes are properly assessed

- A. 3 and 4
- **B. 1 and 2**
- C. 1 and 4
- D. 2 and 3

Answer: B

NEW QUESTION # 71

Identify the missing word in the following sentence.

The purpose of the 'supplier management' practice is to ensure that the organization's suppliers and their performances are [?] appropriately to support the seamless provision of quality products and services.

- A. defined
- B. measured
- **C. managed**
- D. rewarded

Answer: C

Explanation:

Explanation/Reference: <https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION # 72

Which statement about a 'continual improvement register (CIR)' is TRUE?

- A. Used to help plan changes, assist in communication, avoid conflicts, and assign resources
- **B. Used to track and manage improvement ideas from identification through to final action**
- C. Used to provide a formal description of one or more services, designed to address the needs of a target consumer group
- D. Used to select the right method, model or technique for identifying improvements

Answer: B

Explanation:

In ITIL 4, the continual improvement practice uses a continual improvement register (CIR) as a key tool to record, prioritize, track, and manage improvement opportunities.

The CIR is used to:

- * Log improvement ideas from any source
- * Track these ideas from initial identification through assessment, prioritization, and implementation
- * Provide visibility of the status and progress of each improvement
- * Support decision-making about which improvements to pursue and when

This matches option C: "Used to track and manage improvement ideas from identification through to final action." Why the other options are incorrect:

- * A. Used to help plan changes, assist in communication, avoid conflicts, and assign resourcesThis describes aspects of change enablement and change schedule / change calendar, not the continual improvement register.
- * B. Used to select the right method, model or technique for identifying improvementsMethods and models (such as SWOT, balanced scorecard, etc.) support improvement activities, but the CIR is not about choosing methods; it is about recording and managing improvement opportunities.
- * D. Used to provide a formal description of one or more services, designed to address the needs of a target consumer groupThis describes a service catalogue entry or service offering, not a continual improvement register.

So, the CIR is specifically a tracking and management tool for improvement ideas, making C the correct answer.

References (Aligned with ITIL 4 Foundation concepts)

- * ITIL 4 Foundation: Continual improvement practice - use of a continual improvement register to log and manage improvements across their lifecycle
- * ITIL 4 Foundation: Service management practices overview - distinction between change enablement, service catalogue management, and continual improvement

NEW QUESTION # 73

Which organization delivers output or outcomes of a service?

- A. A service consumer delivers outcomes of the service
- B. A service provider delivers outcomes of the service
- **C. A service provider delivers outputs of the service**
- D. A service consumer delivers outputs of the service

Answer: C

Explanation:

An output is a tangible or intangible deliverable of an activity, while an outcome is a result for a stakeholder enabled by one or more outputs¹. A service provider produces outputs that allow customers to achieve outcomes². A service consumer utilizes the outputs and benefits from the outcomes².

NEW QUESTION # 74

Which is an objective of the design coordination process?

- A. To gather and document new service level requirements from the customer
- **B. To produce service design packages and ensure they are handed over to service transition**
- C. To document the initial structure and relationship between services and customers
- D. To assess and evaluate all changes and their impact on service designs

Answer: B

NEW QUESTION # 75

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