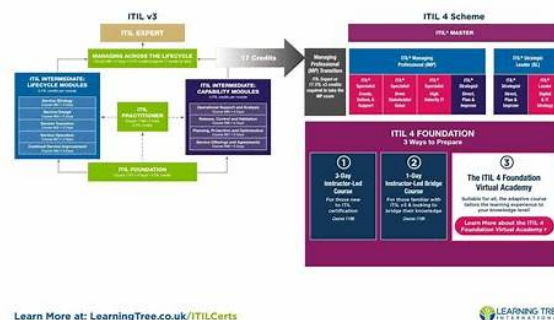


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ITIL 4 Foundation exam is ideal for professionals who are interested in IT service management and want to learn about the ITIL framework. It is also suitable for individuals who are already working in IT and want to improve their knowledge and skills in this area. ITIL 4 Foundation Exam certification is recognized globally and is a valuable addition to any IT professional's resume.

## ITIL 4 Foundation Exam Sample Questions (Q25-Q30):

### NEW QUESTION # 25

Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

- A. Think and work holistically
- B. Collaborate and promote visibility
- C. Keep it simple and practical
- D. Progress iteratively with feedback

Answer: C

### NEW QUESTION # 26

Which is an activity of the 'problem management' practice?

- A. Authorization of changes to resolve the cause of problems.
- B. Restoration of normal service operation as quickly as possible
- C. Resolution of incidents in a time that meet customer expectations
- D. Prioritization of problems based on the risk that they pose

Answer: D

### NEW QUESTION # 27

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

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

**Answer: C**

Explanation:

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#### NEW QUESTION # 28

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should avoid ambiguous targets such as those relating to user experience
- B. They should be carried forward, unchanged, from one year to the next to enable consistent service
- C. They should be based on system-based metrics which are useful to the service provider
- **D. They should be written using language and terms which all parties will understand**

**Answer: D**

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service. SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

They must be simply written and easy to understand and use for all parties.

[https://www.bmc.com/blogs/itil-service-level-](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20operational%20metrics.)

[management/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20operational%20metrics.](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20operational%20metrics.)

#### NEW QUESTION # 29

Which of the following practices suggests that organizations should develop competencies in methodologies and techniques, like SWOT (strength, weakness, opportunity, and threat) analysis and balanced scorecard review, in order to meet their needs?

- A. Incident management
- **B. Continual improvement**
- C. Service request management
- D. Change enablement

**Answer: B**

Explanation:

In ITIL 4, the continual improvement practice focuses on:

- \* Aligning services and practices with changing business needs
- \* Identifying and prioritizing improvement opportunities
- \* Using appropriate methods and tools to assess and plan improvements

ITIL 4 explicitly notes that organizations should develop skills in assessment and improvement techniques, such as SWOT analysis and balanced scorecard reviews, to support continual improvement. These methods help assess the current state, opportunities, risks, and performance from multiple perspectives, and they feed into the continual improvement model.

Why the others are incorrect:

- \* Incident management concentrates on restoring service after incidents; it does not specifically emphasize methodologies like SWOT or balanced scorecard.
- \* Service request management deals with handling user requests efficiently and effectively, not with improvement analysis techniques.
- \* Change enablement is about controlling and enabling beneficial changes; while it may use some analysis, it is not the practice highlighted for competencies in SWOT and balanced scorecard.

Therefore, the practice that encourages organizations to develop competencies in techniques such as SWOT analysis and balanced scorecard review is continual improvement, making B the correct answer.

#### NEW QUESTION # 30

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