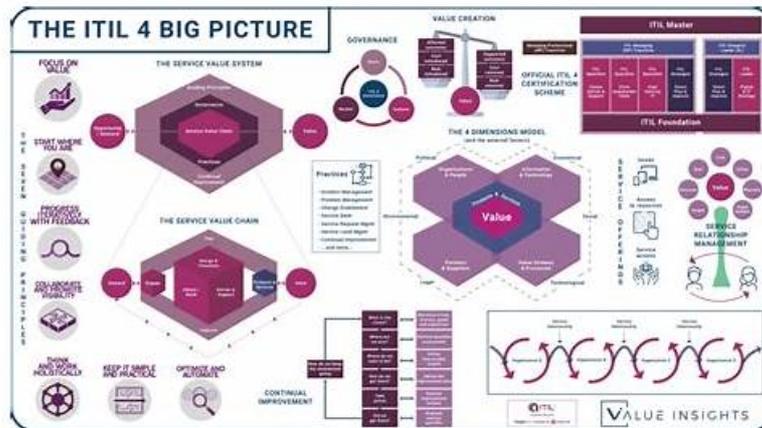


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ITIL 4 Foundation Exam Sample Questions (Q92-Q97):

NEW QUESTION # 92

What is an incident?

- A. A possible future event that could cause harm
- **B. A service interruption resolved by the use of self-help tools**
- C. The planned removal of an item that might affect a service
- D. A result enabled by one or more outputs

Answer: B

NEW QUESTION # 93

Which dimension includes the knowledge needed for the management of services?

- A. Organizations and people

- B. Partners and suppliers
- C. Value streams and processes
- **D. Information and technology**

Answer: D

NEW QUESTION # 94

What can be described as an operating model for the creating and management of products and services?

- A. Governance
- **B. Service value chain**
- C. Practices
- D. Guiding principles

Answer: B

Explanation:

Explanation/Reference: <https://www.thinkhdi.com/library/supportworld/2019/evolution-til-new-operating-model-til-4.aspx>

NEW QUESTION # 95

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service transition
- B. Service strategy
- **C. Continual service improvement**
- D. Service operation

Answer: C

NEW QUESTION # 96

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

- A. Problem management
- B. Release management
- C. Supplier management
- **D. Service desk**

Answer: D

NEW QUESTION # 97

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