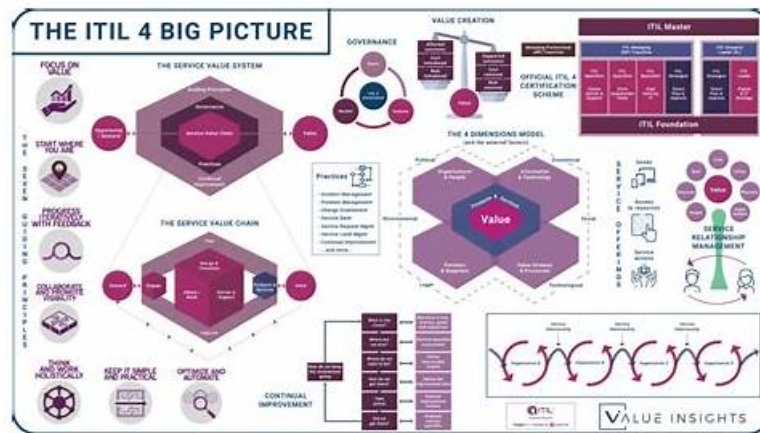


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ITIL 4 Foundation Exam Sample Questions (Q44-Q49):

NEW QUESTION # 44

In service relationships, what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It enables a common definition of value
- C. It removes constraints from the customer
- D. It provides shared service expectations

Answer: A

NEW QUESTION # 45

What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

Answer: A

NEW QUESTION # 46

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Capacity management
- B. Service catalogue management
- C. Availability management
- D. Service portfolio management

Answer: D

NEW QUESTION # 47

What is an incident?

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

Answer: C

NEW QUESTION # 48

Identify the missing word(s) in the following sentence.

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

- A. changes
- B. configuration items
- C. events
- D. workarounds

Answer: D

Explanation:

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors¹. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available². Known errors are problems that have a documented root cause and a workaround³. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL4 - A Pocket Guide, page 35; ITIL4 Practice Guide: Problem Management, page 7.

NEW QUESTION # 49

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