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## EXIN ITIL 4 Foundation Sample Questions (Q136-Q141):

### NEW QUESTION # 136

What is the purpose of the 'problem management' practice?

- A. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
- B. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- C. To protect the information needed by the organization to conduct its business
- D. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services

Answer: A

### NEW QUESTION # 137

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The appropriate change authority should be assigned to each type of change
- C. The change can be implemented with less testing if necessary

- D. The change does not require additional authorization

Answer: D

#### NEW QUESTION # 138

Which practice has a purpose that includes managing risks relating to confidentiality, integrity and availability?

- A. Change enablement
- B. Problem management
- C. Service configuration management
- D. Information security management

Answer: D

#### NEW QUESTION # 139

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- B. Managing an interruption to a service
- C. The implementation of a workaround
- D. Providing a virtual server for a development team

Answer: D

#### NEW QUESTION # 140

Why and how is a user MOST LIKELY to contact the service desk?

- A. To discuss the cause of an incident via a phone call
- B. To authorize an emergency change via live chat
- C. To request access to a resource via a self-service portal
- D. To report a problem using a mobile app

Answer: C

#### NEW QUESTION # 141

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