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ITIL 4 Foundation Exam Sample Questions (Q89-Q94):

NEW QUESTION # 89

Identify the missing word 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 [?] and known errors.

- A. Changes
- **B. Workarounds**
- C. Events
- D. Configuration items

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In ITIL 4, problem management focuses on identifying and managing the underlying causes of incidents. Its purpose is described as reducing both the likelihood and impact of incidents by:

- * Identifying actual and potential causes of incidents (problems).
- * Managing workarounds and known errors so that the impact of incidents is minimized until a permanent solution can be implemented.

A workaround is a way of reducing or eliminating the impact of an incident or problem when a full resolution is not yet available. A known error is a problem that has a documented cause and either a workaround or a permanent solution identified.

Therefore, the missing word in the sentence is "workarounds", making D the correct answer.

Why the other options are incorrect:

- * Events are handled primarily by the monitoring and event management practice.
- * Changes are controlled through the change enablement practice.
- * Configuration items are managed by the service configuration management practice.

Relevant ITIL 4 Foundation references:

- * Problem management practice: purpose, definitions of problem, workaround, and known error.

NEW QUESTION # 90

Which statement about problems is CORRECT?

- **A. Problem prioritization involves risk assessment.**
- B. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- C. Problems must be resolved quickly in order to restore normal business activity.
- D. Problems are not related to incidents.

Answer: A

NEW QUESTION # 91

Which of the following is an example of workaround?

- A. An email server is restored after an incident is reported
- **B. A server is restarted to resolve an incident**
- C. Server memory is increased when the server is unresponsive
- D. A defective network switch is replaced with a new one

Answer: B

NEW QUESTION # 92

Which guiding principle focuses on reducing costs and human errors?

- A. Collaborate and promote visibility
- B. Focus and value
- C. Think and work holistically
- D. Optimize and automate

Answer: D

NEW QUESTION # 93

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

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

Answer: D

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 resources This 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 improvements Methods 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 group This 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 # 94

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