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ITIL-4-Foundation (ITIL 4 Foundation) Exam is a certification program designed to provide professionals with a comprehensive understanding of the ITIL framework. The ITIL framework is a set of best practices for IT Service Management (ITSM) that is widely used across industries. ITIL 4 Foundation Exam certification program covers the latest version of the ITIL framework, which was released in 2019. ITIL-4-Foundation Exam is designed to test the knowledge and skills of candidates in implementing and managing IT services using the ITIL framework.

ITIL 4 Foundation Exam Sample Questions (Q103-Q108):

NEW QUESTION # 103
What is the difference between the 'incident management" and 'service desk' practices'?

- A. Incident management manages interruptions to services, service desk monitors achieved service quality
- B. Incident management restores service operation; service desk provides communication with users
- C. Incident What is the difference between the 'incident management" and 'service
- D. Incident management resolves complex issues, service desk reserves simpler issues

Answer: B

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible1. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents2. The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance1. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement3. Reference: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Incident Management, page 7.

NEW QUESTION # 104

Which TWO are inputs to the service value system?
1 Demand
2 Products
3 Value
4 Opportunity

- A. 3 and 4
- B. 1 and 2
- C. 2 and 3
- D. 1 and 4

Answer: D

NEW QUESTION # 105

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions m service quality?

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

Answer: D

NEW QUESTION # 106

What happens if a workaround becomes the permanent way of dealing with a problem that cannot be resolved cost-effectively?

- A. The problem record is deleted
- B. Problem management restores the service as soon as possible
- C. A change request is submitted to change control
- D. The problem remains in the known error status

Answer: D

NEW QUESTION # 107

Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

- A. Incident management
- B. Service level management
- C. Change enablement
- D. Service request management

Answer: C

NEW QUESTION # 108

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