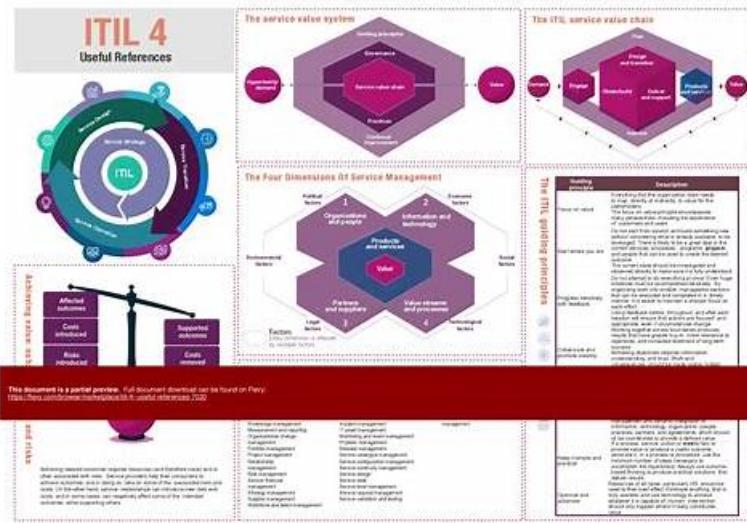


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## ITIL 4 Foundation Exam Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Which describes an unresolved problem which has been already analysed?

- A. A workaround
- B. An incident
- C. A known error
- D. A risk

**Answer: C**

Explanation:

A known error is a problem that has been analysed but not resolved<sup>1</sup>. This means that the root cause of the problem has been identified, but a permanent solution has not been implemented yet<sup>2</sup>. A known error can be recorded in a known error database (KEDB) and linked to related incidents and problems<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 8.

**NEW QUESTION # 16**

Which practice recommends the use of event-based surveys to gather feedback from customers?

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

**Answer: A****NEW QUESTION # 17**

Why should a service level agreement include bundles of metrics?

- A. To ensure that all services are included in the service reports
- B. To ensure that the service levels have been agreed with customers
- C. To help focus on business outcomes, rather than operational result.
- D. To reduce the number of metrics that need to be measured and reported

**Answer: C**

Explanation:

Individual metrics without a specified service context are unhelpful. They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.)

**NEW QUESTION # 18**

Which practice has a purpose that includes managing authentication and non-repudiation?

- A. Change enablement
- B. Service Configuration management
- C. IT Asset Management
- D. Information security management

**Answer: D**

Explanation:

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data. Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>

**NEW QUESTION # 19**

Which is part of service provision?

- A. The joint activities performed to ensure continual value co-creation
- B. The management of resources needed to consume the service
- C. The grouping of one or more services based on one or more products
- D. The management of resources configured to deliver the service

**Answer: D**

## NEW QUESTION # 20

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