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### ITIL 4 Foundation Exam Sample Questions (Q101-Q106):

#### NEW QUESTION # 101

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Adopt a practice which is easy to follow
- B. Understand that fast does not mean incomplete
- C. Re-use nothing from the current state
- D. Communicate so that the audience will hear

**Answer: A**

Explanation:

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources

needed to accomplish an objective<sup>1</sup>. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate<sup>2</sup>. This helps to avoid unnecessary complexity, bureaucracy, and duplication<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 25; ITIL 4 Practice Guide: Keep It Simple and Practical, page 9.

### NEW QUESTION # 102

What is the CORRECT order for the three phases of problem management?

- A. Error control, problem control, problem identification
- B. Problem identification error control problem control
- C. Problem control, error control problem identification
- D. Problem identification problem control error control

**Answer: D**

Explanation:

The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors<sup>1</sup>. The three phases are:

\* Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents<sup>2</sup>.

\* Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution<sup>2</sup>.

\* Error control: the process of managing known errors throughout their lifecycle, from recording to removal<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 9.

### NEW QUESTION # 103

Which activity is NOT recommended by the 'start where you are' guiding principle?

- A. Applying risk management when considering to introduce new processes
- B. Discarding existing processes before assessing their usefulness
- C. Involving people who are not familiar with a service when observing and assessing its activities
- D. Using source data to avoid any unintentional data distortion found in reports

**Answer: B**

Explanation:

The 'start where you are' guiding principle advises organizations to observe and understand the current state of affairs before initiating any improvement or change<sup>1</sup>. This principle also recommends using source data, involving people who know the service, and applying risk management when considering new processes<sup>2</sup>. However, this principle does not suggest discarding existing processes before assessing their usefulness, as this would be wasteful and potentially harmful<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 26; ITIL 4 Practice Guide: Start Where You Are, page 9.

### NEW QUESTION # 104

Which is a key requirement for a successful service level agreement (SLA)?

- A. Using bundled metrics to relate performance to outcomes
- B. Using individual metrics that relate to the service catalogue
- C. Using an agreement between the service provider and service supplier
- D. Using single-system-based metrics that relate to outputs

**Answer: A**

### NEW QUESTION # 105

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

- A. A change request is submitted to change control
- B. The problem remains in the known error status

- C. Problem management restores the service as soon as possible
- D. The problem record is deleted

**Answer: B**

## NEW QUESTION # 106

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