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### ITIL 4 Foundation Exam Sample Questions (Q97-Q102):

#### NEW QUESTION # 97

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- A. utility
- B. costs
- C. information
- D. warranty

**Answer: B**

#### NEW QUESTION # 98

How can a service consumer contribute to the reduction of risk?

- A. By providing the service in accordance with requirements
- B. By ensuring that the service provider's resources are correctly configured
- C. By managing the detailed level of risk on behalf of the service provider
- **D. By fully understanding their own requirements for the service**

**Answer: D**

#### NEW QUESTION # 99

Which statement about the 'incident management' practice is CORRECT?

- **A. It resolves the highest impact incidents first.**
- B. It identifies the cause of major incidents.
- C. It maintains detailed procedures for diagnosing incidents.
- D. It authorizes changes to resolve incidents.

**Answer: A**

#### NEW QUESTION # 100

Which is described by the 'organizations and people' dimension of service management?

- A. Contracts and agreements
- **B. Communication and collaboration**
- C. Inputs and outputs
- D. Workflows and controls

**Answer: B**

Explanation:

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20d>

#### NEW QUESTION # 101

Which practice ensures that a variety of access channels are available for users to report issues?

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

**Answer: C**

Explanation:

Service desks provide a variety of channels for access including:

Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.

Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.

Chat, through live chat and chatbots.

Email for logging and updating, and for follow-up surveys and confirmations.

Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence)., Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.

Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.

<https://www.bmc.com/blogs/itil-service-desk/>

## NEW QUESTION # 102

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