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

NEW QUESTION # 97
Which practice handles all pre-defined user-initiated service actions?

- A. Service request management
- B. Incident management
- C. Service level management
- D. Deployment management

Answer: A

Explanation:
The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:
Service requests and their fulfilment should be standardized and automated to the greatest degree possible.
Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.
Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.
https://www.bmc.com/blogs/itil-service-request-management/

NEW QUESTION # 98
Which is part of service provision?

- A. The management of resources needed to consume the service
- B. The joint activities performed to ensure continual value co-creation
- 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 # 99
Which is a purpose of the 'relationship management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To identify, analyze, monitor, and continually improve links with stakeholders
- C. To systematically observe services and service components

- D. To be the entry point and single point of contact for the service provider with all of its users

Answer: B

NEW QUESTION # 100

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Design controls and metrics and add them individually until all are implemented
- B. Only add controls and metrics when they are needed
- C. Only add controls and metrics that are required for compliance
- D. Design controls and metrics first, then remove those not adding value

Answer: D

NEW QUESTION # 101

Which is recommended as pan of the 'progress iteratively with feedback' guiding principle?

- A. Prohibit changes to plans after they have been finalized
- B. Reduce the number of steps that produce tangible results
- C. Analyse the whole situation in detail before taking any action
- D. Organize work into small manageable units

Answer: D

Explanation:
The 'progress iteratively with feedback' guiding principle encourages organizations to break down complex initiatives into smaller, simpler, and more manageable units of work1. This principle also recommends seeking and acting on feedback from stakeholders, avoiding big-bang approaches, and adapting plans based on new information2. However, this principle does not advise prohibiting changes to plans, analysing the whole situation in detail, or reducing the number of steps that produce tangible results, as these would be contrary to the iterative and adaptive nature of this principle3. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL4 - A Pocket Guide, page 27; ITIL4 Practice Guide: Progress Iteratively with Feedback, page 9.

NEW QUESTION # 102

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