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>> ITIL-4-Foundation New Study Questions <<

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### ITIL 4 Foundation Exam Sample Questions (Q92-Q97):

#### NEW QUESTION # 92

Which role would be MOST SUITABLE for someone with experience of managing relationships with various stakeholders, including suppliers and business managers?

- A. Problem analyst
- B. Service desk agent
- C. Change authority
- D. Service level manager

**Answer: D**

Explanation:

Explanation

The purpose of the SLM practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets. SLM involves service level activities, including:

Defining service levels

Documenting

Actively managing them

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

### NEW QUESTION # 93

Which practice is responsible for moving new or changed components to live or other environments?

- A. Release management
- **B. Deployment management**
- C. Supplier management
- D. Change enablement

**Answer: B**

Explanation:

Reference: <https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed>

### NEW QUESTION # 94

Which practice conducts reviews to validate that services are covering the needs of the customer?

- **A. Service level management**
- B. Service desk
- C. Monitoring and event management
- D. Change enablement

**Answer: A**

Explanation:

In ITIL 4, the service level management practice is responsible for:

\* Setting clear, business-based targets for service performance

\* Monitoring and reporting on service delivery

\* Conducting regular reviews with customers and stakeholders

\* Ensuring that services and service performance meet agreed needs and expectations Part of this practice explicitly involves reviewing services with customers to validate that the services are still meeting their needs and agreed service levels. These reviews are used to confirm whether the services remain fit for purpose and to identify improvement opportunities.

The other options have different focuses:

\* Monitoring and event management focuses on observing services and infrastructure, identifying events, and determining their significance.

\* Change enablement controls risks related to changes and ensures that changes are properly assessed and authorized.

\* Service desk is the main point of contact between service provider and users, handling incidents and service requests, but it is not primarily responsible for formal reviews of service coverage against customer needs.

Because the described activity-conducting reviews to ensure services cover customer needs-is a core responsibility of service level management, the correct answer is B.

### NEW QUESTION # 95

Which is part of the value proposition of a service?

- A. Risks imposed on the consumer by the service
- B. Outputs of the service received by the consumer
- C. Costs imposed on the consumer by the service
- **D. Costs removed from the consumer by the service**

**Answer: D**

Explanation:

Explanation

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships:

Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the

customer does not pay for the actual cost of purchasing the car.  
<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

### NEW QUESTION # 96

What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

- A. Customer feedback
- **B. Customer engagement**
- C. Operational metrics
- D. Business metrics

**Answer: B**

### NEW QUESTION # 97

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