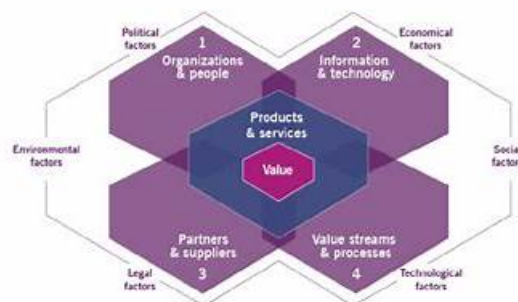


# ITIL-4-Foundation study guide material & ITIL-4-Foundation sure pass dumps is for your successful pass



## ITIL® 4 Foundation Study Pack

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## ITIL 4 Foundation Exam Sample Questions (Q50-Q55):

### NEW QUESTION # 50

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. A separate process
- B. Immediate escalation
- C. Third party support
- D. Specialist teams

**Answer: A**

### NEW QUESTION # 51

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

- A. Information and technology
- B. Organizations and people
- C. Partners and suppliers
- D. Value streams and processes

**Answer: D**

Explanation:

Explanation

Value Streams & Processes

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives. What matters in service management is that an organization establishes an operating model that that effectively organizes the key activities needed to manage products and services.

Value streams

A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers. Structuring the organization's service and product portfolios around value streams allows it to have a clear picture of what it delivers and how, and to make continual improvements to its services. By mapping its value streams, an organization can identify what is critical, what introduces waste and what can be improved upon.

Processes

A process is defined as a set of interrelated or interacting activities that transform inputs into outputs.

Processes define the sequence of actions and their dependencies, as well as describe what is done to accomplish an objective.

Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.

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

### NEW QUESTION # 52

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Service portfolio management
- B. Capacity management
- C. Service catalogue management
- D. Availability management

**Answer: A**

### NEW QUESTION # 53

A user contacts the service desk to ask how they can create a report. Which practice is MOST LIKELY to contribute to resolving this issue?

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

**Answer: B**

### NEW QUESTION # 54

What is the purpose of problem management?

- A. Determines how the service provider is perceived
- B. Ensures services are restored as soon as possible
- **C. Reduces the likelihood and impact of incidents**
- D. Helps direct the incident to the correct support area

**Answer: C**

### NEW QUESTION # 55

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