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ITIL 4 Foundation Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

Which practice balance management of risk with maximizing throughput?

- A. Incident management
- B. Change enablement
- C. Problem management
- D. Continual improvement

Answer: B

Explanation:

The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

NEW QUESTION # 21

Which two practices use workarounds?

- A. Change enablement and problem management
- B. Change enablement and continual improvement
- C. Incident management and continual improvement
- **D. Problem management and incident management**

Answer: D

NEW QUESTION # 22

Which service value chain activity deals with the purchase of new products?

- A. Plan
- **B. Obtain/build**
- C. Improve
- D. Engage

Answer: B

Explanation:

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

Plan

Engage

Design and Transition

Obtain/Build

Deliver and Support

Improve

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

NEW QUESTION # 23

Which of the following is a necessity to a successful service level agreement (SLAs)?

- A. Vague targets, such as those related to user experience should be avoided
- B. In order to promote consistent service, they should be carried forward, unchanged, from one year to the next
- **C. The language and terms used in the SLA should be commonly understood by all parties**
- D. Base the SLA on system-based metrics that are useful to the service provider

Answer: C

Explanation:

A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service¹. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes². The other statements are not true because:

* Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service².

* In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance².

* Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security². References: ITIL Foundation - ITIL 4 Edition, page

16; ITIL 4 - A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Level Management, page 8.

NEW QUESTION # 24

Which dimension of service management considers governance, management, and communication?

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

Answer: D

NEW QUESTION # 25

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