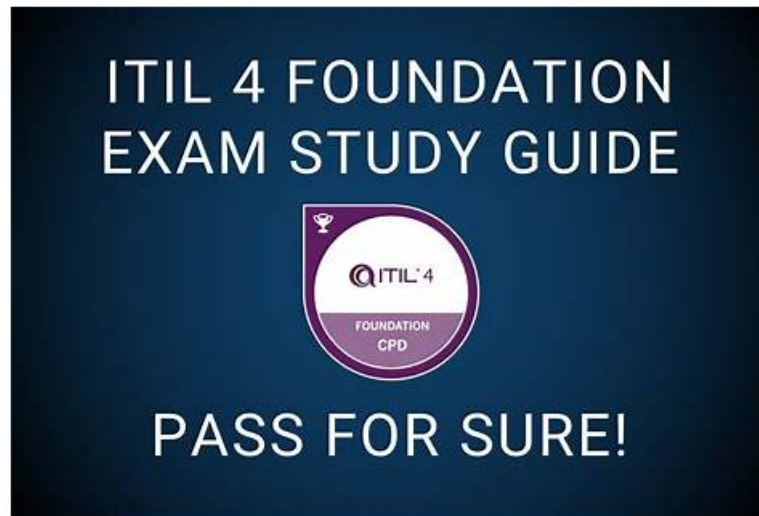# Pass Guaranteed 2026 ITIL ITIL-4-Foundation: ITIL 4 Foundation Exam Unparalleled New Dumps Pdf

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ITIL 4 Foundation certification exam is an essential certification for IT professionals who want to learn about the latest version of the ITIL framework and its practical application in IT service management. It is a globally recognized certification that can improve job prospects and demonstrate a commitment to continuous learning and professional development. With its vendor-neutral approach and comprehensive coverage of essential ITIL concepts, the ITIL 4 Foundation certification is an excellent starting point for anyone interested in IT service management.

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ITIL 4 Foundation Exam Sample Questions (Q93-Q98):

NEW QUESTION # 93
What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. Any change of state that has significance for the management of a service or other configuration item (CI)
- C. A problem that has been analyzed and has not been resolved
- D. A cause, or potential cause, of one or more incidents

Answer: C

NEW QUESTION # 94
Which is an activity in the 'Problem control' phase of problem management?

- A. Implementing a technical fix to resolve an issue
- B. Documenting the steps in workaround
- C. Re-assessing a known error to manage the ongoing impact.
- D. Reviewing incident records to identity trends

Answer: B

Explanation:
Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors.
Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.
https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20services.

NEW QUESTION # 95
What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. An input from availability management to service level management, detailing the service design plan
- C. A formal plan to implement improvements to a service or process
- D. An input from financial management for IT services to service level management, detailing the budget plan

Answer: C

NEW QUESTION # 96
Which is included in the purpose of the 'improve' value chain activity?

- A. Ensuring that services continually meet expectations for quality, costs, and lime to market
- B. Ensuring continual engagement and good relationships with all stakeholders
- C. Ensuring the continual improvement of practices across all value chain activities
- D. Ensuring a shared understanding of the improvement direction for services across the organization

Answer: C

NEW QUESTION # 97
Why should a service level manager carry out regular service reviews?

- A. To capture information about service issues and performance against agreed goals
- B. To ensure continual improvement of services, so that they meet the evolving needs of service consumers
- C. To collect information about service consumer goals and objectives
- D. To ensure that agreements are written simply and are easy to understand

Answer: A

NEW QUESTION # 98
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