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ITIL 4 Foundation Exam Sample Questions (Q15-Q20):

NEW QUESTION # 15

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

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

Answer: A

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 # 16

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

Answer: A

Explanation:

Explanation

To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.

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

NEW QUESTION # 17

For which purpose would the continual improvement practice use a SWOT analysis?

- A. Tracking and managing ideas
- B. Understanding the current state
- C. Ensuring everyone actively participates
- D. Defining the future desired state

Answer: B

Explanation:

Explanation

A SWOT (also known as SLOT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business

<http://steppingstonesforbusiness.co.uk/wp-content/uploads/2012/07/FS116-SWOT-Analysis-for-Continuous-Imp>

NEW QUESTION # 18

What type of change is MOST likely to be managed as a service request?

- A. An emergency change
- B. A standard change
- C. A normal change
- D. An organizational change

Answer: C

NEW QUESTION # 19

Which usually requires a team of representatives from many stakeholder groups?

- A. Logging a new problem
- B. Authorizing an emergency change
- C. Fulfilling a service request
- **D. Investigating a major incident**

Answer: D

NEW QUESTION # 20

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





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