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ITIL 4 Foundational Certification Exam

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The ITIL definition of service provision is "Activities performed by an organization to provide services." What services are included?

A. Management of the provider's resources

B. Access to these resources

C. Fulfillment of the agree-upon service actions

D. All of the above - **ANS ✓** D. All of the above

What is a user?

A. A customer who works for an organization other than the service provider

B. A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption

C. A person who uses the services

D. A person or organization that has an interest or involvement in an organization, product, service, practice, or other entity - **ANS ✓** C. A person who uses the services

Which of the following describes a sponsor?

A. A person or organization that has an interest or involvement in an organization, product, service, practice, or other entity

B. A person who authorizes a budget for service consumption

ITIL 4 Foundational Certification

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ITIL 4 Foundation Certification Exam is suitable for IT professionals who want to advance their careers in IT service management. It is also ideal for those who want to understand the ITIL 4 framework and how it can be applied in their organizations. Additionally, the certification exam is suitable for IT consultants, business managers, and students who want to enhance their knowledge of IT service management.

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

NEW QUESTION # 92

Which practice includes management of workarounds and known errors?

- A. Service configuration management
- B. Incident management
- C. Monitoring and event management
- D. **Problem management**

Answer: D

NEW QUESTION # 93

What is an incident?

- A. A result enabled by one or more outputs
- B. **A service interruption resolved by the use of self-help tools**
- C. The planned removal of an item that might affect a service
- D. A possible future event that could cause harm

Answer: B

NEW QUESTION # 94

Which is an activity in the 'Problem control' phase of problem management?

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

Answer: A

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

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

- A. **Information security management**
- B. Service level management
- C. Continual improvement
- D. Monitoring and event 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 # 96

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Re-use nothing from the current state
- B. Adopt a practice which is easy to follow
- C. Communicate so that the audience will hear
- D. Understand that fast does not mean incomplete

Answer: B

Explanation:

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources needed to accomplish an objective1. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate2. This helps to avoid unnecessary complexity, bureaucracy, and duplication3. Reference: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 25; ITIL 4 Practice Guide: Keep It Simple and Practical, page 9.

NEW QUESTION # 97

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