

# ITIL-4-Foundation Valid Exam Pattern - ITIL-4-Foundation Knowledge Points



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## ITIL 4 Foundation Exam Sample Questions (Q70-Q75):

### NEW QUESTION # 70

Which is a use of the change schedule?

- A. Deciding the approval authority for changes
- B. Creating change models
- C. Assigning resources to changes
- D. Automating the change process

**Answer: C**

Explanation:

Explanation/Reference: <https://www.bmc.com/blogs/itil-change-enablement/>

### NEW QUESTION # 71

What is used as a tool to help define and measure performance?

- A. An incident record
- B. A change schedule
- C. A service level agreement
- D. A continual improvement register

**Answer: B**

### NEW QUESTION # 72

Which statement about the purpose or the Monitoring and event management practice is TRUE?

- A. Support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- B. Minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- C. Maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorized and managed within a schedule
- D. Systematically observe services and service components and record and report selected changes of state identified as events

**Answer: D**

Explanation:

The purpose of the monitoring and event management practice is to systematically observe services and service components and record and report selected changes of state identified as events<sup>1</sup>. This practice helps to identify and prioritize any issues or opportunities for improvement in the delivery or support of services<sup>2</sup>. The other statements describe the purposes of different practices: incident management (A), service request management (B), and change enablement (D)<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL

4 - A Pocket Guide, page 31; ITIL 4 Practice Guide: Monitoring and Event Management, page 7.

### NEW QUESTION # 73

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. The service value chain
- B. The four dimensions of service
- C. Practices
- D. The guiding principles

**Answer: D**

### NEW QUESTION # 74

What are guiding principles?

- A. A set of specialized organizational capabilities for enabling value for customers
- B. A set of interconnected activities that help an organization deliver a valuable service
- C. Recommendations that help an organization when adopting a service management approach
- D. A description of one or more services that help address the needs of a target consumer group

Answer: C

## NEW QUESTION # 75

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