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Section	Weight	Objectives
ITIL Guiding Principles	25%	- Optimize and Automate - Progress Iteratively with Feedback - Start Where You Are - Keep It Simple and Practical - Collaborate and Promote Visibility - Think and Work Holistically - Focus on Value
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Four Dimensions of Service Management	20%	- Organizations and People - Information and Technology - Partners and Suppliers - Value Streams and Processes
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ITIL 4 Foundation Exam Sample Questions (Q101-Q106):

NEW QUESTION # 101

What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of determining whether a service is fit for purpose
- C. A means of determining whether a service is fit for use
- D. A means of identifying a result for a stakeholder

Answer: C

NEW QUESTION # 102

Which is a use of the change schedule?

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

Answer: C

Explanation:

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

NEW QUESTION # 103

Which skill is an essential part of the 'service level management' practice?

- A. Listening
- B. Problem analysis
- C. Technical knowledge
- D. Diagnosis

Answer: A

NEW QUESTION # 104

Which practice balance management of risk with maximizing throughput?

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

Answer: D

Explanation:

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 # 105

What is the difference between the 'incident management' and 'service desk' practices'?

- A. Incident management restores service operation; service desk provides communication with users
- B. Incident management resolves complex issues, service desk resolves simpler issues
- C. Incident management manages interruptions to services, service desk monitors achieved service quality
- D. Incident What is the difference between the 'incident management' and 'service

Answer: A

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible¹. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents². The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance¹. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement³. Reference: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Incident Management, page 7.

NEW QUESTION # 106

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