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ITIL 4 Foundation certification exam is globally recognized and is highly valued by employers. It demonstrates the candidate's knowledge and understanding of the ITIL framework and their ability to apply it in real-world scenarios. ITIL 4 Foundation Exam certification is an excellent way for IT professionals to improve their career prospects and demonstrate their commitment to ongoing professional development.

## ITIL 4 Foundation Exam Sample Questions (Q98-Q103):

### NEW QUESTION # 98

What is an event?

- A. Any change of state that has significance for the management of a service or other configuration item
- B. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- C. Cause of one or more incidents
- D. An unplanned interruption to a service or reduction in the quality of a service

**Answer: A**

### NEW QUESTION # 99

What is required by all service desk staff?

- A. Knowledge of telephony technology
- B. Root cause analysis skills
- C. Demonstration of emotional intelligence
- D. Excellent technical knowledge

**Answer: C**

### NEW QUESTION # 100

What can a change schedule be used for?

- A. Speeding up the planning and authorization of emergency changes
- B. Providing a way to initiate normal changes
- C. Tracking and managing improvement ideas from identification through to final action
- D. Providing information about deployed changes to help manage incidents and problems.

**Answer: D**

Explanation:

The change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources. It can also be used after changes have been deployed to provide information needed for incident management, problem management, and improvement planning

<https://www.bmc.com/blogs/itil-change-enablement/#:~:text=The%20change%20schedule%20is%20used,problem%20management%2C%20and%20improvement%20planning.>

### NEW QUESTION # 101

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive capacity library
- B. In the definitive security library

- C. In the definitive production library
- D. In the definitive media library

**Answer: D**

## NEW QUESTION # 102

Why should some service requests be fulfilled with no additional approvals?

- A. To ensure that spending is properly accounted for
- B. To ensure that information security requirements are met
- **C. To streamline the fulfillment workflow**
- D. To set user expectations for fulfillment times

**Answer: C**

## NEW QUESTION # 103

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