

# ITIL ITIL-4-Foundation Valid Practice Materials & Reliable ITIL-4-Foundation Practice Questions



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## ITIL 4 Foundation Exam Sample Questions (Q78-Q83):

### NEW QUESTION # 78

What is a problem?

- A. An addition or modification that could have an effect on services
- B. An unplanned reduction in the quality of a service

- C. A cause or potential cause of one or more incidents
- D. Any change of state that has significance for the management of a configuration item

**Answer: C**

#### NEW QUESTION # 79

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. Outcomes provide assurance to stakeholders on how a service performs
- C. An outcome defines the amount of money spent on technology for a service
- D. An outcome depends on at least one output to deliver a result

**Answer: D**

Explanation:

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

\* Outputs are nearly always quantitative, with data available to show whether these have been delivered.

Outputs are easy to report on and to validate. There is no grey area.

\* Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

#### NEW QUESTION # 80

What is the purpose of the 'problem management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- D. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

**Answer: D**

#### NEW QUESTION # 81

Which facilitates outcomes that customers want to achieve?

- A. Warranty
- B. IT asset
- C. Organization
- D. Service

**Answer: D**

Explanation:

ITIL 4 defines a service as:

A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.

The key phrase in the question is "facilitates outcomes that customers want to achieve", which is directly part of the definition of a service in ITIL 4.

Therefore, the correct answer is A. Service.

Why the other options are incorrect:

\* B. Warranty Warranty is one of the two aspects of value (warranty and utility). It relates to how the service performs (availability, capacity, continuity, security), but warranty alone does not 'facilitate outcomes' - it describes assurance about performance.

\* C. Organization An organization is a person or group of people with functions and responsibilities, authorities and relationships.

Organizations provide and consume services, but the concept that "facilitates outcomes" is specifically the service.

\* D. IT assets (hardware, software, etc.) are components that support services and are financially valuable, but on their own they do not "facilitate outcomes that customers want to achieve" - that is done through services built from these assets.

References (Aligned with ITIL 4 Foundation concepts)

\* ITIL 4 Foundation: Definition of service

\* ITIL 4 Foundation: Key concepts of value, outputs, outcomes, utility, and warranty

## NEW QUESTION # 82

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should be written using language and terms which all parties will understand
- B. They should be carried forward, unchanged, from one year to the next to enable consistent service
- C. They should avoid ambiguous targets such as those relating to user experience
- D. They should be based on system-based metrics which are useful to the service provider

**Answer: A**

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

\* They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

\* They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

\* They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

\* They must be simply written and easy to understand and use for all parties.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20operational%20metrics.](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Some%20of%20the%20key%20requirements,and%20not%20simply%20operational%20metrics.)

## NEW QUESTION # 83

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