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ITIL 4 Foundation Exam Sample Questions (Q94-Q99):

NEW QUESTION # 94

What is defined as any financially valuable component that can contribute to the delivery of a service?

- A. Product
- **B. IT asset**
- C. Event
- D. Configuration item

Answer: B

NEW QUESTION # 95

What is an incident?

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

Answer: B

NEW QUESTION # 96

Which of the following practices suggests that organizations should develop competencies in methodologies and techniques, like SWOT (strength, weakness, opportunity, and threat) analysis and balanced scorecard review, in order to meet their needs?

- A. Service request management
- **B. Continual improvement**
- C. Incident management
- D. Change enablement

Answer: B

Explanation:

In ITIL 4, the continual improvement practice focuses on:

- * Aligning services and practices with changing business needs
- * Identifying and prioritizing improvement opportunities
- * Using appropriate methods and tools to assess and plan improvements

ITIL 4 explicitly notes that organizations should develop skills in assessment and improvement techniques, such as SWOT analysis and balanced scorecard reviews, to support continual improvement. These methods help assess the current state, opportunities, risks, and performance from multiple perspectives, and they feed into the continual improvement model.

Why the others are incorrect:

- * Incident management concentrates on restoring service after incidents; it does not specifically emphasize methodologies like SWOT or balanced scorecard.
- * Service request management deals with handling user requests efficiently and effectively, not with improvement analysis techniques.
- * Change enablement is about controlling and enabling beneficial changes; while it may use some analysis, it is not the practice highlighted for competencies in SWOT and balanced scorecard.

Therefore, the practice that encourages organizations to develop competencies in techniques such as SWOT analysis and balanced scorecard review is continual improvement, making B the correct answer.

NEW QUESTION # 97

Which statement about a service value stream is CORRECT?

- A. It is a service value chain activity
- B. It uses inputs and outputs prescribed by ITIL
- **C. It integrates practices for a specific scenario**
- D. It provides an operating model for service providers

Answer: C

NEW QUESTION # 98

A service offering may include, access to resources, and service actions, which is an example of a service action?

- A. A license allows a user to install a software product
- B. A mobile phone enables a user to work remotely
- **C. A service desk agent provides support to user.**
- D. A password allows a user connect to a Wifi network

Answer: C

NEW QUESTION # 99

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