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### ITIL 4 Foundation Exam Sample Questions (Q95-Q100):

#### NEW QUESTION # 95

Which is part of the value proposition of a service?

- A. Costs imposed on the consumer by the service
- B. Outputs of the service received by the consumer
- C. Risks imposed on the consumer by the service
- **D. Costs removed from the consumer by the service**

**Answer: D**

#### NEW QUESTION # 96

Which are the elements of process control?

- **A. Process owner, policy and objectives**
- B. Work instructions, procedures and roles
- C. Inputs, outputs and triggers
- D. Resources, capabilities and metrics

**Answer: A**

#### NEW QUESTION # 97

What are the KEY stakeholder groups that service providers should cooperate with?

- A. Relationship managers
- **B. Customers**
- C. Developers
- D. Suppliers

**Answer: B**

Explanation:

Customers are one of the key stakeholder groups that service providers should cooperate with. Customers are the persons who define the requirements for a service and take responsibility for the outcomes of service consumption<sup>1</sup>. Customers can be internal or external to the service provider's organization<sup>2</sup>. Customers are essential for value co-creation, as they provide feedback, resources, and demand for services<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 5; ITIL 4 - A Pocket Guide, page 18; [ITIL 4 Practice Guide: Customer Relationship Management], page 7.

#### NEW QUESTION # 98

Which activity captures the demand for incident resolution and service requests?

- A. Service catalogue management
- **B. Service desk**
- C. Problem management
- D. Change control

**Answer: B**

#### NEW QUESTION # 99

Which guiding principle helps to ensure that better information is available for decision making?

- A. Think and work holistically
- B. Optimize and automate
- C. Keep it simple and practical
- **D. Collaborate and promote visibility**

**Answer: D**

#### NEW QUESTION # 100

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