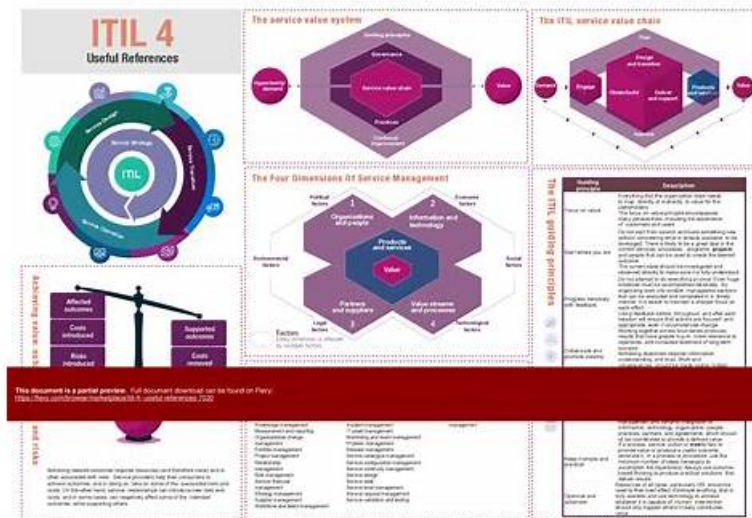


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ITIL 4 Foundation Exam Sample Questions (Q247-Q252):

NEW QUESTION # 247

Which practice balance management of risk with maximizing throughput?

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

Answer: B

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 # 248

What term is used to describe the functionality of a service?

- A. Output
- B. Outcome
- C. Utility
- D. Warranty

Answer: C

Explanation:

Explanation

Utility is defined as "the functionality offered by a product or service to meet a particular need"². Utility can be summarized as "what the service does" and can be used to determine whether a service is able to meet its intended outcomes¹.

NEW QUESTION # 249

What is a problem that has been analysed but has not been resolved?

- A. Known error
- B. Event
- C. Workaround
- D. Incident

Answer: A

NEW QUESTION # 250

Which statement about the 'change enablement' practice is CORRECT?

- A. Standard changes are changes that need to be scheduled, assessed and authorized following a standard process
- B. Emergency changes are changes that must be implemented as soon as possible and therefore authorization is expedited
- C. Service requests are usually normal changes that can be implemented quickly without authorization
- D. Emergency changes are changes that must be fully tested and fully documented prior to implementation

Answer: B

NEW QUESTION # 251

Which BEST describes the purpose of the 'improve' value chain activity?

- A. To continually improve all products and services across all value chain activities
- B. To make new and improved services and features available for use
- C. To ensure a shared understanding of the vision and improvement direction for all products and services
- D. To organize a major improvement initiative into several smaller initiatives

Answer: A

Explanation:

Explanation

"The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management."

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