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## ITIL 4 Foundation Exam Sample Questions (Q351-Q356):

### NEW QUESTION # 351

Identify the missing word(s) in the following sentence.

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing [p] and known errors.

- A. configuration items
- B. workarounds
- C. changes
- D. events

**Answer: B**

Explanation:

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors<sup>1</sup>. Workarounds are temporary solutions that reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available<sup>2</sup>. Known errors are problems that have a

documented root cause and a workaround<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL4 - A Pocket Guide, page 35; ITIL4 Practice Guide: Problem Management, page 7.

#### NEW QUESTION # 352

Which statement about outcomes is CORRECT?

- A. Outcomes help service consumers achieve outputs
- B. Helping service consumers achieve outcomes reduces service provider costs
- C. Outcomes are one or more services that fulfil the needs of a service consumer
- D. Service providers help service consumers achieve outcomes

**Answer: D**

#### NEW QUESTION # 353

Which practice is the responsibility of everyone in the organization?

- A. Service level management
- B. Problem management
- C. Change control
- D. Continual improvement

**Answer: D**

#### NEW QUESTION # 354

Which of these activities is carried out as part of 'problem management'?

- A. Diagnosing and resolving incidents
- B. Escalating incidents to a support team for resolution
- C. Creating incident records
- D. Trend analysis of incident records

**Answer: D**

#### NEW QUESTION # 355

Which dimension of service management considers the workflows and controls needed to deliver services?

- A. Information and technology
- B. Partners and suppliers
- C. Organization and people
- D. Value streams and processes

**Answer: D**

Explanation:

Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

#### NEW QUESTION # 356

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