

# Latest Practice Test ITIL Pdf–First-Grade New Exam Name for ITIL: ITIL Foundation (V4)

## ITIL 4 Foundation Practice Exam

Which practice includes the classification and ownership of queries and requests from users?

A. Service desk

B. Incident management

C. Change control

D. Service level management Answer: A. "Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned"

Rationals:

B. Incorrect. The 'incident management' practice deals only with incidents, not queries and requests. "The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible". Ref 5.2.5

C. Incorrect. The 'change control' practice deals only with change requests, not

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## EXIN ITIL Foundation (V4) Sample Questions (Q195-Q200):

### NEW QUESTION # 195

What are the two major processes in Problem Management?

- A. Proactive and Reactive
- B. Reactive and Technical
- C. Technical and Service
- D. Resource and Proactive

Answer: A

### NEW QUESTION # 196

Which process lists "Understanding patterns of business activity" as a major role?

- A. Supplier Management
- B. Request Fulfillment
- C. Service Desk
- D. Demand Management

Answer: D

### NEW QUESTION # 197

Which of the following BEST describes a Problem?

- A. A serious Incident which has a critical impact to the business
- B. A Known Error for which the cause and resolution are not yet known
- C. The cause of one or more Incidents
- D. The cause of two or more Incidents

Answer: C

### NEW QUESTION # 198

Which is part of service provision?

- A. The management of resources needed to consume the service
- B. The grouping of one or more services based on one or more products
- C. The joint activities performed to ensure continual value co-creation
- D. The management of resources configured to deliver the service

Answer: D

### NEW QUESTION # 199

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- A. Functions and Processes
- B. Markets and Customers
- C. People, products and technology
- D. Applications and Infrastructure

Answer: A

## NEW QUESTION # 200

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


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