

New ITIL-4-Foundation Exam Question | New ITIL-4-Foundation Exam Pattern



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ITIL 4 Foundation Exam Sample Questions (Q88-Q93):

NEW QUESTION # 88

Which guiding principle says that services and processes should NOT provide a solution for every exception?

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

Answer: A

NEW QUESTION # 89

What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- A. Service offering
- B. Service provision
- C. Service consumption
- D. Service management

Answer: D

NEW QUESTION # 90

What can be described as an operating model for the creating and management of products and services?

- A. Practices
- B. Governance
- C. Service value chain
- D. Guiding principles

Answer: C

NEW QUESTION # 91

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Prioritization
- B. Categorization
- C. Detection

- D. Escalation
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Answer: B

NEW QUESTION # 92

What ensures that service providers and service consumers continue to create value together?

- A. Service relationship management
- B. Service level management
- C. Service consumption
- **D. Service offerings**

Answer: D

Explanation:

Service relationship management is the joint activities performed by a service provider and a service consumer to ensure continual value co-creation¹. It involves establishing, maintaining, and optimizing the service relationship throughout the service lifecycle². Service relationship management ensures that service providers and service consumers continue to create value together by aligning their objectives, expectations, and capabilities³. References: ITIL Foundation - ITIL 4 Edition, page 5; ITIL4 - A Pocket Guide, page

16; ITIL4 Practice Guide: Service Relationship Management, page 7.

NEW QUESTION # 93

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