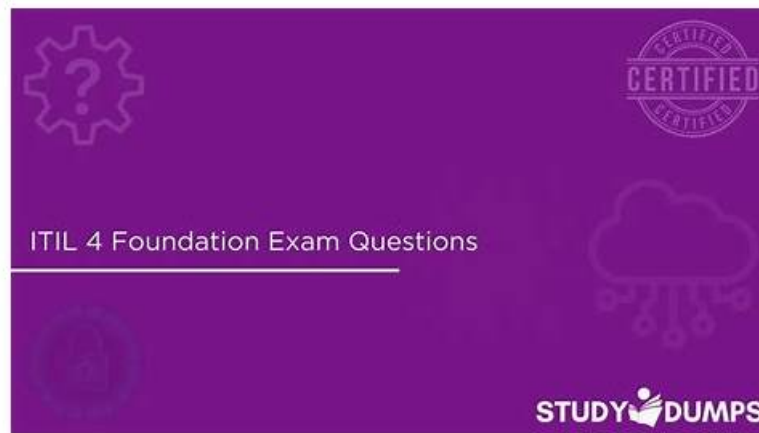


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ITIL 4 Foundation Exam Sample Questions (Q447-Q452):

NEW QUESTION # 447

Which statement about service requests is CORRECT?

- A. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment
- B. Complex service requests should be dealt with as normal changes
- C. Service requests that require simple workflows should be dealt with as incidents
- D. Service requests require workflows that should use manual procedures and avoid automation

Answer: A

NEW QUESTION # 448

What is defined as "any component that needs to be managed in order to deliver an IT service"?

- A. A change
- **B. A configuration item**
- C. An event
- D. An IT asset

Answer: B

Explanation:

Explanation

CI is simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example

<https://www.bmc.com/blogs/itil-asset-configuration-management/#:~:text=among%20your%20CIs-,Configuration>

NEW QUESTION # 449

Which statement about costs is CORRECT?

- A. Costs imposed on the consumer are costs of service utility
- B. Costs imposed on the consumer are costs of service warranty
- C. Costs removed from the consumer are part of service consumption
- **D. Costs removed from the consumer are part of the value proposition**

Answer: D

NEW QUESTION # 450

Which is described by the 'organizations and people' dimension of service management?

- A. Inputs and outputs
- B. Contracts and agreement
- C. Workflows and controls
- **D. Communication and collaboration**

Answer: D

Explanation:

Explanation

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/what-are-the-four-dimensions-of-itil-4>

NEW QUESTION # 451

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without

the customer having to manage specific [?] and risks.

- A. utility
- B. information
- C. warranty
- **D. costs**

Answer: D

NEW QUESTION # 452

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