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ITIL 4 Foundation Exam Sample Questions (Q156-Q161):

NEW QUESTION # 156

Which guiding principle recommends collecting data before deciding what can be re-used?

- A. Keep it simple and practical
- **B. Start where you are**
- C. Focus on value
- D. Progress interactively with feedback

Answer: B

NEW QUESTION # 157

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- **B. It has an intended purpose or a resultant action**
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

Answer: B

NEW QUESTION # 158

For which purpose would the continual improvement practice use a SWOT analysis?

- A. Tracking and managing ideas
- B. Defining the future desired state
- **C. Understanding the current state**
- D. Ensuring everyone actively participates

Answer: C

Explanation:

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION # 159

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

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

Answer: D

NEW QUESTION # 160

When should a workaround be created?

- A. When a potential permanent solution has been identified
- B. After the resolution of a problem
- C. As soon as possible, once the incident is logged
- **D. When a problem cannot be resolved quickly**

Answer: D

NEW QUESTION # 161

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