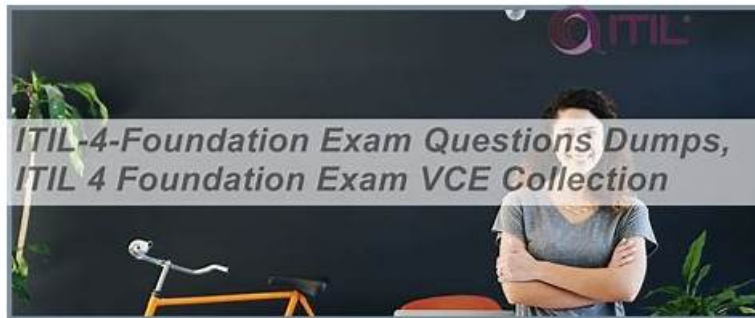


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ITIL 4 Foundation Exam Sample Questions (Q82-Q87):

NEW QUESTION # 82

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. warranty
- C. information
- D. costs

Answer: D

NEW QUESTION # 83

Which TWO of the following are considerations of change enablement?

1. Managing the people aspects of change
2. Ensuring that organizational transformations are successful
3. Maximizing the number of successful service changes
4. Ensuring that changes are properly assessed

- A. 1 and 2
- B. 3 and 4
- C. 1 and 4
- D. 2 and 3

Answer: A

NEW QUESTION # 84

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Information security management
- B. Monitoring and event management
- C. Continual improvement
- D. Service level management

Answer: A

Explanation:

To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.

<https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION # 85

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Relationship management
- B. Service desk
- C. Continual improvement
- D. Incident management

Answer: B

Explanation:

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

<https://www.bmc.com/blogs/itil-service-desk/>

NEW QUESTION # 86

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation
- B. Service strategy
- C. Continual service improvement
- D. Service transition

Answer: C

NEW QUESTION # 87

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