

Training ITIL-4-Foundation Kit & ITIL-4-Foundation Simulation Questions



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ITIL 4 Foundation Exam Sample Questions (Q385-Q390):

NEW QUESTION # 385

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Monitoring and event management
- **B. Service level management**
- C. Service desk
- D. Continual improvement

Answer: B

NEW QUESTION # 386

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- **B. It ensures that all changes are authorized by the change advisory board (CAB)**
- C. It ensures that service requests follow the normal change management process
- D. It optimizes financial exposure

Answer: B

NEW QUESTION # 387

Which of the following can be used to access service desks?

- A. Text and social media messaging
- **B. All of the above**
- C. Phone calls
- D. Email

Answer: B

NEW QUESTION # 388

Which BEST describe the focus of the 'think and work holistically' principle?

- **A. Integrating an organization's activities to deliver value**
- B. Considering the existing organizational assets before building something new
- C. Eliminating unnecessary steps to deliver valuable outcomes
- D. Breaking down large initiative into smaller pieces of work

Answer: A

Explanation:

Explanation

Think and work holistically

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=5.,rather%20than%20as%20separate%20parts>.

NEW QUESTION # 389

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- A. Service consumption
- B. The release management' practice
- C. Service relationship management
- **D. The service value system**

Answer: D

Explanation:

Explanation

Organizations maximize co-creation of value with their customers by facilitating the outcomes they want to achieve. The four dimensions of service management have shown that a holistic approach is the best way for an organization to:

- Achieve its goals in delivering quality and cost effective services
- Meet the needs of its customers
- Satisfy the requirements of its stakeholders

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

NEW QUESTION # 390

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