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➢ **Vendor: EXIN**

➢ **Exam Code: ITILFNDv4**

➢ **Exam Name: ITIL 4 Foundation**

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QUESTION 838
What is a definition of a problem?

A. An unplanned interruption to a service, or reduction in the quality of a service
B. A cause, or potential cause, of one or more incidents
C. An incident for which a full resolution is not yet available
D. Any change of state that has significance for the management of a configuration item (CI)

Answer: B

QUESTION 839
Which action is performed by a service provider?

A. Requesting required service actions
B. Authorizing budget for service consumption
C. Ensuring access to agreed resources
D. Receiving of the agreed goods

Answer: A

QUESTION 840
Which statement about `continual improvement' is CORRECT?

A. All improvement ideas should be logged in a single `continual improvement register'
B. A single team should carry out `continual improvement' across the organization
C. `Continual improvement' should have minimal interaction with other practices
D. Everyone in the organization is responsible for some aspects of `continual improvement'

Answer: D

QUESTION 841
Which step of the continual improvement model includes baseline assessments?

A. Did we get there?
B. Where are we now?
C. What is the vision?
D. Where do we want to be?

Answer: B

QUESTION 842

Which describes a `change authority'?

A. A model used to determine who will assess a change
B. A person who approves a change
C. A tool used to help changes
D. A way to manage the people aspects of change

Answer: B

QUESTION 843
Which is NOT a component of the service value system?

A. The service value chain
B. Opportunity and demand
C. Continual improvement
D. Governance

Answer: B

QUESTION 844
Which practice has a strong influence on the user experience and perception of the service provider?

A. Service desk
B. Change enablement
C. Service level management
D. Supplier management

Answer: A

QUESTION 845
Which statement about service relationship management is CORRECT?

A. It focuses on the service actions performed by users
B. It requires the service consumer to create resources for the service provider
C. It requires co-operation of both the service provider and service consumer
D. It focuses on the fulfilment of the agreed service actions

Answer: C

QUESTION 846
What is the MOST important reason for prioritizing incidents?

A. To ensure that user expectations are realistic
B. To ensure that incidents with highest impact are resolved first
C. To help information-sharing are learning
D. To provide links to related changes and known errors

Answer: B

QUESTION 847
Which `service level management' activity helps staff to deliver a more business-focused service?

A. Creating targets based on the percentage of uptime of a service
B. Understanding the ongoing requirements of customers
C. Using complex technical terminology in service level agreements (SLAs)

D. Measuring low-level operational activities

Answer: B

QUESTION 848
Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

A. Service request management
B. Service configuration management
C. Deployment management
D. Change enablement

Answer: A

QUESTION 849
Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

A. Progress iteratively with feedback
B. Collaborate and promote visibility
C. Think and work holistically
D. Keep it simple and practical

Answer: D

QUESTION 850
What is the purpose of the `monitoring and event management' practice?

A. To restore normal service operation as quickly as possible
B. To manage workarounds and known errors
C. To capture demand for incident resolution and service requests
D. To systematically observe services and service components

Answer: D

QUESTION 851
Which statement about outcome is CORRECT?

A. Outcomes rely on outputs to deliver results for a stakeholder
B. Outcomes use activities to produce tangible or intangible deliverables
C. Outcomes give service consumers assurance of products or services
D. Outcomes help a service consumer to assess the cost of a specific activity

Answer: A

QUESTION 852
Which skill is required by the `service level management' practice?

A. Supplier management
B. Technical expertise
C. Event monitoring
D. Problem management

Answer: A

QUESTION 853

Which statement about the `continual improvement model' is CORRECT?

A. Organizations should work through the steps of the model in the sequence in which they are presented
B. The flow of the model helps organizations to link improvements to its goals
C. The model is applicable to only certain parts of the service value system
D. Organizations should use an additional model or method to link improvements to customer value

Answer: A

QUESTION 854
What is the definition of warranty?

A. A means of identifying events that could cause harm or loss
B. A means of determining whether a service is fit for purpose
C. A means of identifying a result for a stakeholder
D. A means of determining whether a service is fit for use

Answer: D

QUESTION 855
Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

A. Information security management
B. Change enablement
C. Problem management
D. Service configuration management

Answer: A