

➤ **Vendor: EXIN**

➤ **Exam Code: ITILFNDv4**

➤ **Exam Name: ITIL 4 Foundation**

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QUESTION 821

When should a workaround be created?

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

Answer: C

QUESTION 822

What is a configuration item?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver an IT service
- C. Any change of state that has significance for the management of a service
- D. A problem that has been analyzed but has not been resolved

Answer: B

QUESTION 823

Identify the missing words in the following sentence.

When an organization has decided to improve a service, it should start by considering [?].

- A. existing information
- B. new methods
- C. additional measurements
- D. revised processes

Answer: A

QUESTION 824

Which is a use of the change schedule?

- A. Assigning resources to changes
- B. Deciding the approval authority for changes
- C. Automating the change process
- D. Creating change models

Answer: A

QUESTION 825

Which dimension of service management considers the workflows and controls needed to deliver services?

- A. Organization and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

Answer: B

QUESTION 826

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Start where you are
- B. Focus on value
- C. Think and work holistically
- D. Optimize and automate

Answer: D

QUESTION 827

Which statement about the 'incident management' practice is CORRECT?

- A. It identifies the cause of major incidents.
- B. It authorizes changes to resolve incidents.
- C. It maintains detailed procedures for diagnosing incidents.
- D. It resolves the highest impact incidents first.

Answer: D

QUESTION 828

How should an organization prioritize incidents?

- A. Ask the user for their preferred resolution timeframe.
- B. Assess the availability of the appropriate support team.
- C. Use an agreed classification which is based on the business impact of the incident.
- D. Create an order of incidents based on the dates and times when they were logged.

Answer: C

QUESTION 829

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- B. To protect the information needed by the organization to conduct its business
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To identify, analyze, monitor, and continually improve links with stakeholders

Answer: D

QUESTION 830

Which statement about problems is CORRECT?

- A. Problems are not related to incidents.
- B. Problems must be resolved quickly in order to restore normal business activity.

- C. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- D. Problem prioritization involves risk assessment.

Answer: B

QUESTION 831

Which is a risk that might be removed from a service consumer by an IT service?

- A. Service provider ceasing to trade
- B. Security breach
- C. Failure of server hardware
- D. Cost of purchasing servers

Answer: C

QUESTION 832

Which is one of the MAIN concerns of the 'design and transition' value chain activity?

- A. Understanding the organization's vision
- B. Understanding stakeholder needs
- C. Meeting stakeholder expectations
- D. Ensuring service components are available

Answer: D

QUESTION 833

Which is a result of applying the guiding principle 'progress iteratively with feedback'?

- A. The ability to discover and respond to failure earlier
- B. Standardization of practices and services
- C. Understanding the customer's perception of value
- D. Understanding the current state and identifying what can be reused

Answer: C

QUESTION 834

Which practice is responsible for moving new or changed components to live or other environments?

- A. Release management
- B. Deployment management
- C. Change enablement
- D. Supplier management

Answer: B

QUESTION 835

Which should be handled by 'service request management'?

- A. A request to implement a security patch
- B. A request to provide a laptop
- C. A request to resolve an error in a service
- D. A request to change a target in a service level agreement

Answer: A

QUESTION 836

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What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Restricting information about the improvement to essential stakeholders only.
- B. Increasing collaboration and visibility for the improvement.
- C. Involving customers after all planning has been completed.
- D. Engaging every stakeholder group in the same way, with the same communication.

Answer: B

QUESTION 837

What can be described as an operating model for the creating and management of products and services?

- A. Governance
- B. Service value chain
- C. Guiding principles
- D. Practices

Answer: B