



**Free Questions for *ITIL-4-Foundation* by *actualtestdumps***

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## Question 1

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**Question Type:** MultipleChoice

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What should remain unslani within an organization, even when the organization's objectives change?

**Options:**

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- A) Outputs
- B) Guiding principles
- C) Service offerings
- D) Outcomes

**Answer:**

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B

## Question 2

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**Question Type:** MultipleChoice

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

**Options:**

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- 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:**

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D

## Question 3

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**Question Type: MultipleChoice**

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What type of chance is often used for resolving incidents or implementing security patches?

**Options:**

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- A) Slandaid uhar ye
- B) Normal change
- C) Emergency change
- D) Change model

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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What is defined as a cause, or potential cause, of one or more incidents?

**Options:**

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- A) Change

- B) Event
- C) Known error
- D) Problem

**Answer:**

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D

## Question 5

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**Question Type:** MultipleChoice

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Which of the following ensures that a service provider and a service consumer continually co-create value?

**Options:**

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- A) Service consumption
- B) Service offerings
- C) Change enablement
- D) Service relationship management

**Answer:**

---

D

## Question 6

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**Question Type:** MultipleChoice

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Which phase of problem management includes the regular assessment of the effectiveness of workarounds?

**Options:**

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- A) Problem identification
- B) Problem control
- C) Error control
- D) Problem analysis

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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Which is the CORRECT of the 'R' role in a RACI matrix?

### Options:

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- A) This role ensures that activities are executed correctly
- B) This role has ownership of the end result
- C) This role is involved in providing knowledge and input
- D) This role ensures the flow of information to stakeholders

### Answer:

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B

## Question 8

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**Question Type:** MultipleChoice

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Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

**Options:**

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- A) Incident management
- B) Change enablement
- C) Service level management
- D) Continual improvement

**Answer:**

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A

## Question 9

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**Question Type:** MultipleChoice

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Which is a key element of the 'think and work holistically' guiding principle?



**Options:**

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- A) Assessing which procedures can be re-used when improving a service
- B) Understanding the methods applicable to complex systems
- C) Eliminating metrics which do not contribute to achieving an objective
- D) Using technology for standard tasks to give people time for complex activities

**Answer:**

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B

## Question 10

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**Question Type: MultipleChoice**

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Which statement about outcomes is CORRECT?

**Options:**

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- A) Outcomes enable products to be delivered to a stakeholder

- B) An outcome defines the amount of money spent on technology for a service
- C) An outcome depends on at least one output to deliver a result
- D) Outcomes provide assurance to stakeholders on how a service performs

**Answer:**

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C

## Question 11

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**Question Type:** MultipleChoice

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Which is a recommendation of the guiding principle 'think and work holistically'?

**Options:**

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- A) Conduct a review of existing service management practices and decide what to keep and what to discard
- B) Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- C) Review service management practices and remove any unnecessary complexity
- D) Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

**Answer:**

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D

## Question 12

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**Question Type:** MultipleChoice

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What should remain uonslani within an organization, even when the organization's objectives change?

**Options:**

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- A) Outputs
- B) Guiding principles
- C) Service offerings
- D) Outcomes

**Answer:**

---

B

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