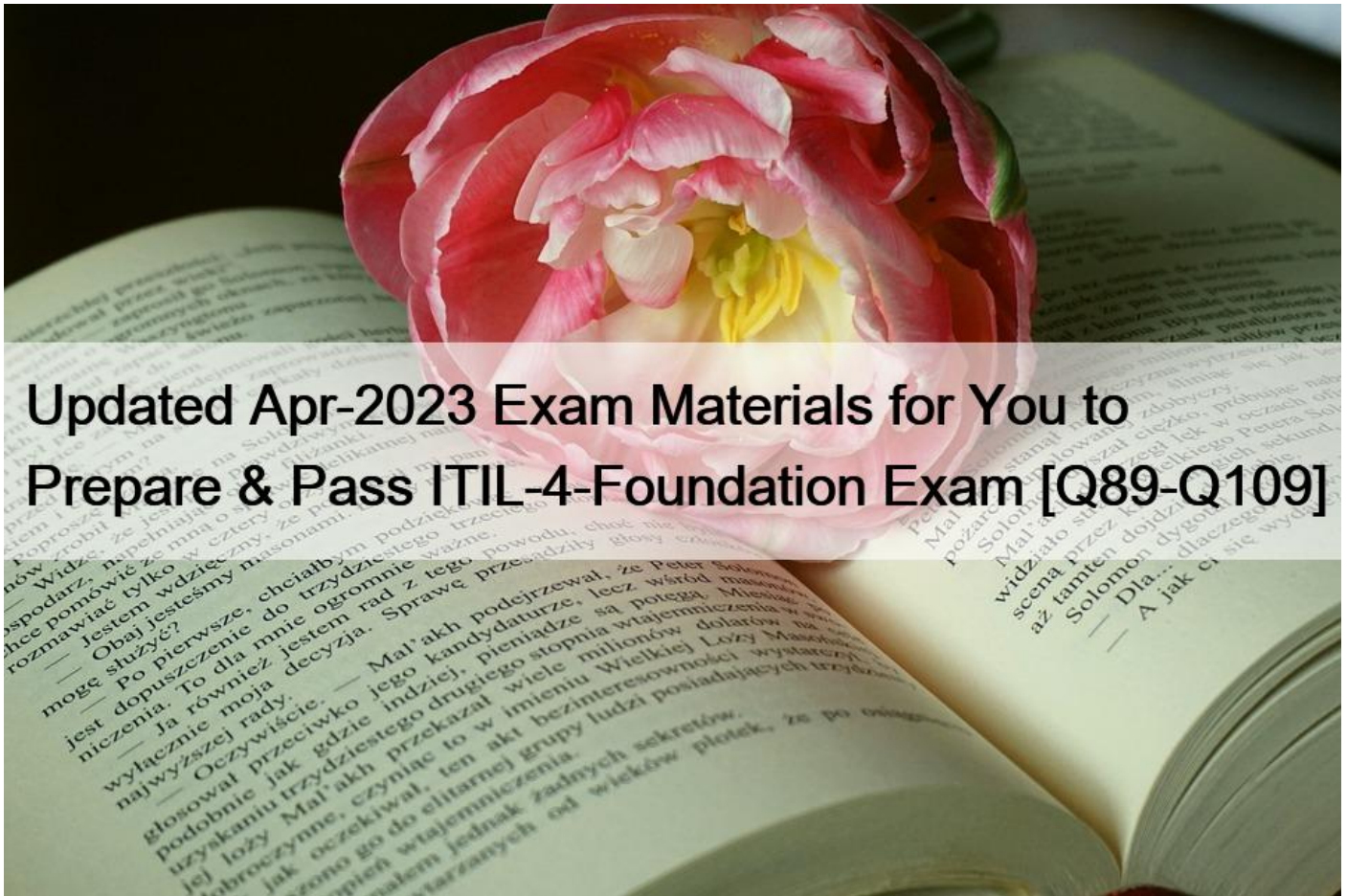# Updated Apr-2023 Exam Materials for You to Prepare & Pass ITIL-4-Foundation Exam [Q89-Q109

Updated Apr-2023 Exam Materials for You to Prepare & Pass ITIL-4-Foundation Exam.
Pass Your ITIL-4-Foundation Exam at the First Try with 100% Real Exam

The ITIL 4 Foundation Exam is a multiple-choice exam consisting of 40 questions, and candidates have 60 minutes to complete the exam. The passing score for the exam is 65%, which means that candidates must correctly answer at least 26 out of the 40 questions to pass the exam. The exam is available in multiple languages and can be taken online or in person at an accredited testing center.

ITIL (Information Technology Infrastructure Library) is a framework of best practices for IT service management. ITIL 4 Foundation is the entry-level certification for ITIL 4, the latest version of the ITIL framework. The certification validates a candidate's understanding of the ITIL 4 framework and its key concepts.

NEW QUESTION 89

Which statement about outcomes is CORRECT?

* An outcome can be enabled by more than one output
* Outcomes are how the service performs
* An output can be enabled by one or more outcomes
* An outcome is a tangible or intangible activity

NEW QUESTION 90

Which TWO are important aspects of the ‘service request management’ practice?

1. Standardization and automation

2. Providing a variety of channels for access

3. Establishing a shared view of targets

4. Policies for approvals
* 1 and 2
* 2 and 3
* 3 and 4
* 1 and 4
Explanation/Reference: https://www.bmc.com/blogs/itil-service-request-management/

NEW QUESTION 91

Which is the CORRECT explanation of the ‘R’ role in a RACI matrix?
* This role ensures that activities are executed correctly
* This role has ownership of the end result
* This role is involved in providing knowledge and input
* This role ensures the flow of information to stakeholders

NEW QUESTION 92

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?
* Service request management
* Service level management
* Incident management
* Change management

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.

https://www.bmc.com/blogs/itil-incident-management/

NEW QUESTION 93

Who is responsible for defining metrics for change management?
* The change management process owner
* The change advisory board (CAB)
* The service owner

* The continual service improvement manager

NEW QUESTION 94

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?
* Deployment management
* Release management
* Change enablement
* Service configuration management

NEW QUESTION 95

Which activity contributes to the ‘where are we now?’ step of the ‘continual improvement’ model?
* Executing improvement actions
* Performing baseline assessments
* Defining the improvement plan
* Understanding the business mission

NEW QUESTION 96

Which ITIL guiding principle recommends using existing services, processes and tools when improving

services?
* Progress iteratively with feedback
* Keep is simple and practical
* Start where you are
* Focus on value

NEW QUESTION 97

When is the earliest that a workaround can be documented in ‘problem management’?
* After the problem has been logged
* After the problem has been prioritized
* After the problem has been analyzed
* After the problem has been resolved

NEW QUESTION 98

Which is the CORRECT approach for managing a large improvement initiative as smaller iterations?
* Each iteration should be designed before starting the initiative and implemented without feedback
* Feedback should only be taken into account when one iteration fails to meet its objective
* Feedback should be reduced for large improvements as it is unlikely that circumstances will change
* Each iteration should be continually re-evaluated based on feedback

NEW QUESTION 99

What is the purpose of the ‘information security management1 practice?
* To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
* To observe services and service components

* To protect the information needed by the organization to conduct its business
* To plan and manage the full lifecycle of all IT assets

NEW QUESTION 100

Which practice performs reviews to ensure that services continue to meet the needs of the customers?
* Monitoring and event management
* Service level management
* Change enablement
* Service desk
To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

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

NEW QUESTION 101

What should remain constant within an organization, even when the organization’s objectives change?
* Outputs
* Guiding principles
* Service offerings
* Outcomes
https://www.bmc.com/blogs/itil-guiding-principles/

NEW QUESTION 102

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?
* Service desk
* Continual improvement
* Problem management
* Incident management

NEW QUESTION 103

Which is an example of a service request?
* A request for normal operation to be restored
* A request to implement a security patch
* A request for access to a file
* A request to investigate the cause of an incident
https://www.bmc.com/blogs/itil-service-request-management/

NEW QUESTION 104

Which practice recommends that organizations develop competencies in techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced scorecards?
* Incident management
* Continual improvement
* Service request management
* Change enablement

NEW QUESTION 105

What is an incident?
* The planned removal of an item that might affect a service
* A result enabled by one or more outputs
* A possible future event that could cause harm
* A service interruption resolved by the use of self-help tools

NEW QUESTION 106

What can be used to help determine the impact level of a problem?
* Definitive media library (DML)
* Configuration management system (CMS)
* Statement of requirements (SOR)
* Standard operating procedures (SOP)

NEW QUESTION 107

Which helps to manage an incident when it is unclear which support team should be working on the incident?
* Disaster recovery plans
* Swarming
* Target resolution times
* Self-help
Reference: https://www.bmc.com/blogs/itil-incident-management/

NEW QUESTION 108

Which guiding principle recommends collecting data before deciding what can be re-used?
* Focus on value
* Keep it simple and practical
* Start where you are
* Progress interactively with feedback

NEW QUESTION 109

Which of these should be logged and managed as a problem?
* Trend analysis shows a large number of similar incidents
* A user requests delivery of a laptop
* A monitoring tool detects a change of state for a service
* ‘Continual improvement’ needs to prioritize an improvement opportunity

Updated ITIL-4-Foundation Certification Exam Sample Questions:

https://www.examslabs.com/ITIL/ITIL-4/best-ITIL-4-Foundation-exam-dumps.html]