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Exam : **ITILFND_V4**

Title : ITIL 4 Foundation

Version : V16.02

1.Which is recommended as part of the 'progress iteratively with feedback' guiding principle?

A. Prohibit changes to plans after they have been finalized

B. Organize work into small manageable units

C. Reduce the number of steps that produce tangible results

D. Analyse the whole situation in detail before taking any action

Answer: B

2.What is included in the purpose of the 'continual improvement' practice?

A. Ensuring that delivery of services is properly assessed, monitored, and improved against targets

B. Identifying and continually improving relationships with and between stakeholders

C. Creating collaborative relationships with key suppliers to realize new value

D. Aligning the organization's practices and services with changing business needs

Answer: D

3.Which term is used to describe removing something that could have an effect on a service?

A. A change

B. An incident

C. An IT asset

D. A problem

Answer: D

4.How does the 'incident management' practice set user expectations?

A. By using collaboration tools to communicate effectively

B. By agreeing, and communicating target resolution time

C. By assigning resources to ensure that all incidents are resolved as quickly as possible

D. By automated matching of incidents to known errors

Answer: C

5.What is the difference between the 'incident management' and 'service desk' practices?

A. Incident management resolves complex issues, service desk resolves simpler issues

B. Incident management restores service operation, service desk provides communication with users

C. Incident management manages interruptions to services, service desk monitors achieved service quality

D. Incident management resolves issues service desk investigates the underlying causes of issues

Answer: B