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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**