



# EndExam

## QUESTION & ANSWER

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**Exam** : **ITILFND\_V4**

**Title** : **ITIL 4 Foundation**

**Version** : **DEMO**

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

**Answer: D**

2.Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Service level management
- B. Service configuration management
- C. Relationship management
- D. Continual improvement

**Answer: D**

3.How are target resolution times used in the 'incident management' practice?

- A. They are agreed, documented, and communicated to help set user expectations
- B. They are established, reviewed, and reported to ensure that customers are happy with the service
- C. They are initiated, approved, and managed to ensure that predictable responses are achieved
- D. They are scheduled, assessed and authorized to reduce the risk of service failures

**Answer: A**

4.Which practice involves the management of vulnerabilities that have been analysed but not resolved?

- A. Change control
- B. Service request management
- C. Problem management
- D. Service level management

**Answer: C**

5.What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- A. Service offering
- B. Service provision
- C. Service management
- D. Service consumption

**Answer: C**