

## ITILFND<sup>Q&As</sup>

ITIL V4 Foundation

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## QUESTION 1

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

- A. Information security management
- B. Monitoring and event management
- C. Incident management
- D. Change control

Correct Answer: A

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## QUESTION 2

Which term relates to service levels aligned with the needs of service consumers?

- A. Service management
- B. Warranty
- C. Cost
- D. Utility

Correct Answer: B

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## QUESTION 3

Which ITIL concept helps an organization to make good decisions?

- A. Guiding principles
- B. Four dimensions of service management
- C. Practices
- D. Service value chain

Correct Answer: A

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## QUESTION 4

Which of the following is commonly found in a contract underpinning an IT service? Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

- A. 1 and 2 only
- B. 1 and 3 only
- C. 2 and 3 only
- D. All of the above

Correct Answer: D

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## QUESTION 5

When should a known error be raised?

- A. Only when the root cause is found and a workaround exists
- B. As soon as it becomes useful to do so
- C. Only when the error in the IT Service is found
- D. As soon as the major problem procedure is executed

Correct Answer: B

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