



# *Exin*

*ITIL*  
*ITIL Foundation (V4)*

## Questions & Answers PDF

**For More Information:**

**<https://www.certswarrior.com/>**

## **Features:**

- 90 Days Free Updates
- 30 Days Money Back Guarantee
- Instant Download Once Purchased
- 24/7 Online Chat Support
- Its Latest Version

---

# Latest Version: 25.0

## Question: 1

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- A. Analysis Paralysis
- B. Direct observation
- C. Minimum viable product
- D. Feedback loop

**Answer: B**

## Question: 2

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

- A. IT asset management
- B. Deployment management
- C. Continual management
- D. Monitoring and event management

**Answer: A**

Explanation:

*An asset is defined as anything that is useful or valuable within a product or service. This value is generally determined financially: how much an asset costs versus how much it saves.*

<https://www.bmc.com/blogs/it-asset-management/>

## Question: 3

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- B. The implementation of a workaround
- C. Providing a virtual server for a development team
- D. Managing an interruption to a service

**Answer: D**

---

### Question: 4

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Incident management
- B. Service Request management
- C. Change enablement
- D. Service request management

**Answer: A**

Explanation:

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.

<https://www.bmc.com/blogs/itil-v3-incident-management/>

### Question: 5

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- A. Service request management
- B. Service desk
- C. Problem management
- D. Continual management

**Answer: B**

Explanation:

“Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

<https://www.servicedeskstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%80%9CService%20desk%20staff%20require%20training,effective%20communication%2C%20and%20emotional%20intelligence.>



# CERTSWARRIOR

## FULL PRODUCT INCLUDES:

Money Back Guarantee



Instant Download after Purchase



90 Days Free Updates



PDF Format Digital Download



24/7 Live Chat Support



Latest Syllabus Updates



For More Information – Visit link below:

**<http://www.certswarrior.com>**

Discount Coupon Code:

**CERTSWARRIOR10**

We Accept

**PayPal**