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## ITIL-4-FOUNDATION Exam

### ITIL 4 Foundation

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Questions  
& Answers

# Version: 22.0

Topic 1, Exam Pool A

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**Question: 1**

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Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

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**Answer: C**

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Explanation:

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**Question: 2**

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Which practice has a purpose that includes ensuring that risks have been properly assessed?

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

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**Answer: D**

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Explanation:

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**Question: 3**

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When should a full risk assessment and authorization be carried out for a standard change?

- A. Each time the standard change is implemented
- B. When the procedure for the standard change is created
- C. At least once a year
- D. When an emergency change is requested

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**Answer: B**

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Explanation:

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**Question: 4**

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Which statement about emergency changes is CORRECT?

- A. The testing of emergency can be eliminated in order to implement the change quickly
- B. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- C. Emergency changes should be authorized and implemented as service requests
- D. Emergency changes must be fully documented before authorization and implementation

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**Answer: B**

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Explanation:

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**Question: 5**

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Which practice coordinates the classification, ownership and communication of service requests and incidents?

- A. Supplier management
- B. Service desk
- C. Problem management
- D. Relationship management

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**Answer: B**

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Explanation:

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