

# PeopleCert

## ITIL-4-FOUNDATION Exam

### ITIL 4 Foundation



Thank you for Downloading ITIL-4-FOUNDATION exam PDF  
Demo

You can buy Latest ITIL-4-FOUNDATION Full Version Download

<https://www.certkillers.net/Exam/ITIL-4-FOUNDATION>

<https://www.certkillers.net>

# Version: 22.0

Topic 1, Exam Pool A

---

## Question: 1

---

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

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

---

**Answer: C**

---

Explanation:

---

## Question: 2

---

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

---

**Answer: D**

---

Explanation:

---

## Question: 3

---

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

---

**Answer: B**

---

Explanation:

---

**Question: 4**

---

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

---

**Answer: B**

---

Explanation:

---

**Question: 5**

---

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

---

**Answer: B**

---

Explanation:

**Thank You for trying ITIL-4-FOUNDATION PDF Demo**

To Buy New ITIL-4-FOUNDATION Full Version Download visit link  
below

<https://www.certkillers.net/Exam/ITIL-4-FOUNDATION>

## Start Your ITIL-4-FOUNDATION Preparation

**[Limited Time Offer]** Use Coupon “CKNET” for Further discount on your purchase. Test your ITIL-4-FOUNDATION preparation with actual exam questions.

<https://www.certkillers.net>