

ITIL ITIL-4-Foundation Practice Test For Better Exam Preparation 2026



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ITIL 4 Foundation Certification Exam covers a broad range of topics, which includes the service value system, service management practices, key concepts of service management, and the four dimensions of service management. It also covers the different types of IT services, such as technical management, service desk management, incident management, and problem management. ITIL-4-Foundation Exam is designed to enhance the skills and knowledge of professionals who work in IT service management and help them to deliver high-quality IT services to their organizations.

ITIL 4 Foundation Exam Sample Questions (Q98-Q103):

NEW QUESTION # 98

Which is included in the purpose of the 'improve' value chain activity?

- A. Ensuring the continual improvement of practices across all value chain activities
- B. Ensuring that services continually meet expectations for quality, costs, and time to market
- C. Ensuring a shared understanding of the improvement direction for services across the organization
- D. Ensuring continual engagement and good relationships with all stakeholders

Answer: A

Explanation:

The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

<https://wiki.process-symphony.com.au/framework/lifecycle/service-value-system/itil-4/#:~:text=The%20purpose%20of%20the%20improve,four%20dimensions%20of%20service%20management.>

NEW QUESTION # 99

Which is the CORRECT of the 'R' role in a RACI matrix?

- A. This role has ownership of the end result
- B. This role ensures the flow of information to stakeholders
- C. This role is involved in providing knowledge and input
- D. This role ensures that activities are executed correctly

Answer: A

NEW QUESTION # 100

Which statement about problems is CORRECT?

- A. Problems must be resolved quickly in order to restore normal business activity.
- B. Problem analysis should focus on one of the four dimensions to achieve a fast diagnosis.
- C. Problem prioritization involves risk assessment.
- D. Problems are not related to incidents.

Answer: C

Explanation:

Reference: <https://www.bmc.com/blogs/itil-problem-management/>

NEW QUESTION # 101

An SLA is a service level agreement.

Which describes the 'watermelon SLA' effect?

- A. A single SLA defines target service levels for multiple customer, so every customer sees reports about other customers' experiences.
- B. The metrics in an SLA are focused on internal measures, so that reports show everything is good, while the customer is not satisfied.
- C. SLA targets change very frequently, so that each report includes new measures and trends cannot be analyzed.
- D. Introducing SLAs for a service enables customer to see that the service provider is doing a really good job, so this improves satisfaction.

Answer: B

Explanation:

Reference: <https://www.bmc.com/blogs/itil-service-level-management/>

NEW QUESTION # 102

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a service or process
- B. A formal plan to implement improvements to a customer's business processes
- C. An input from financial management for IT services to service level management, detailing the budget plan
- D. An input from availability management to service level management, detailing the service design plan

Answer: A

NEW QUESTION # 103

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