

ITIL-4-Foundation Exams Dumps | ITIL-4-Foundation Free Study Material



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Our ITIL 4 Foundation Exam (ITIL-4-Foundation) practice exam software will record all the attempts you have made in the past and display any modifications or improvements made in each attempt. This Prepare for your ITIL 4 Foundation Exam (ITIL-4-Foundation) exam simulation software enables you to track your progress and quantify how much you have improved.

ITIL 4 Foundation certification exam covers the fundamental concepts of ITSM, including the service value system (SVS), the four dimensions of service management, and the ITIL service value chain. ITIL-4-Foundation Exam also covers the key elements of ITIL 4 practices, such as incident management, problem management, service request management, and change management. The ITIL 4 Foundation certification is a prerequisite for higher-level ITIL 4 certifications, such as ITIL 4 Managing Professional and ITIL 4 Strategic Leader.

ITIL 4 Foundation certification exam is designed for professionals who are involved in IT service management activities such as IT managers, service desk managers, IT project managers, and IT consultants. ITIL 4 Foundation Exam certification is also suitable for professionals who are responsible for delivering and supporting IT services such as service desk agents, IT support staff, and IT specialists. ITIL 4 Foundation Exam certification is not limited to IT professionals and is also beneficial for business professionals who work closely with IT teams.

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ITIL 4 Foundation certification is a valuable credential for IT professionals who want to enhance their knowledge and skills in IT service management. ITIL 4 Foundation Exam certification is recognized globally and is highly valued by employers. IT professionals who are certified in ITIL 4 Foundation are equipped to manage IT services effectively, which can help organizations improve their overall IT performance and achieve their business objectives.

ITIL 4 Foundation Exam Sample Questions (Q116-Q121):

NEW QUESTION # 116

Which function is responsible for the management of a data centre?

- A. Application management
- B. Service desk
- C. Technical management
- **D. Facilities management**

Answer: D

Explanation:

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NEW QUESTION # 117

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

- A. Supplier Management
- B. Service desk
- **C. Service request management**
- D. Service level management

Answer: C

Explanation:

Explanation

In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.

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

NEW QUESTION # 118

What does 'change enablement' PRIMARILY focus on?

- **A. Changes to products and services**
- B. Changes to service levels
- C. Changes to skills and competencies
- D. Changes to organizational structure

Answer: A

NEW QUESTION # 119

Which statement about output is correct?

- A. They contribute to the achievement of outcomes
- B. They capture customer demand for services
- C. They describes how the service performs.
- D. They consist of several outcomes.

Answer: A

NEW QUESTION # 120

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

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

Answer: A

NEW QUESTION # 121

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