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The ITIL 4 Foundation certification exam is a computer-based exam that consists of 40 multiple-choice questions. The duration of the exam is 60 minutes, and the passing score is 65%. ITILFND_V4 Exam is available in multiple languages, including English, French, German, Spanish, and Japanese.

EXIN ITIL 4 Foundation Sample Questions (Q160-Q165):

NEW QUESTION # 160

Which statement about service desks is CORRECT?

- A. The service desk should remain isolated from technical support teams
- B. The service desk should rely on self-service portals instead of escalation to support teams
- C. The service desk should escalate all technical issues to support and development teams
- **D. The service desk should work in close collaboration with support and development teams**

Answer: D

NEW QUESTION # 161

Which value chain activity ensures that service components meet agreed specifications?

- A. Plan
- **B. Obtain/build**
- C. Design and transition

- D. Deliver and support

Answer: B

NEW QUESTION # 162

Which is an example of a business related measurement?

- A. The number of problems resolved
- B. The average time to respond to change requests
- C. The number of passengers checked in
- D. The average resolution time for incidents

Answer: C

NEW QUESTION # 163

Which is handled as a service request?

- A. An emergency change to implement a security patch
- B. The failure of an IT service
- C. A compliment about an IT support team
- D. An investigation to identify the cause of an incident

Answer: C

NEW QUESTION # 164

Which is an external input to the service value chain?

- A. The 'improve' value chain activity
- B. Feedback loops
- C. An overall plan
- D. Customer requirements

Answer: D

NEW QUESTION # 165

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