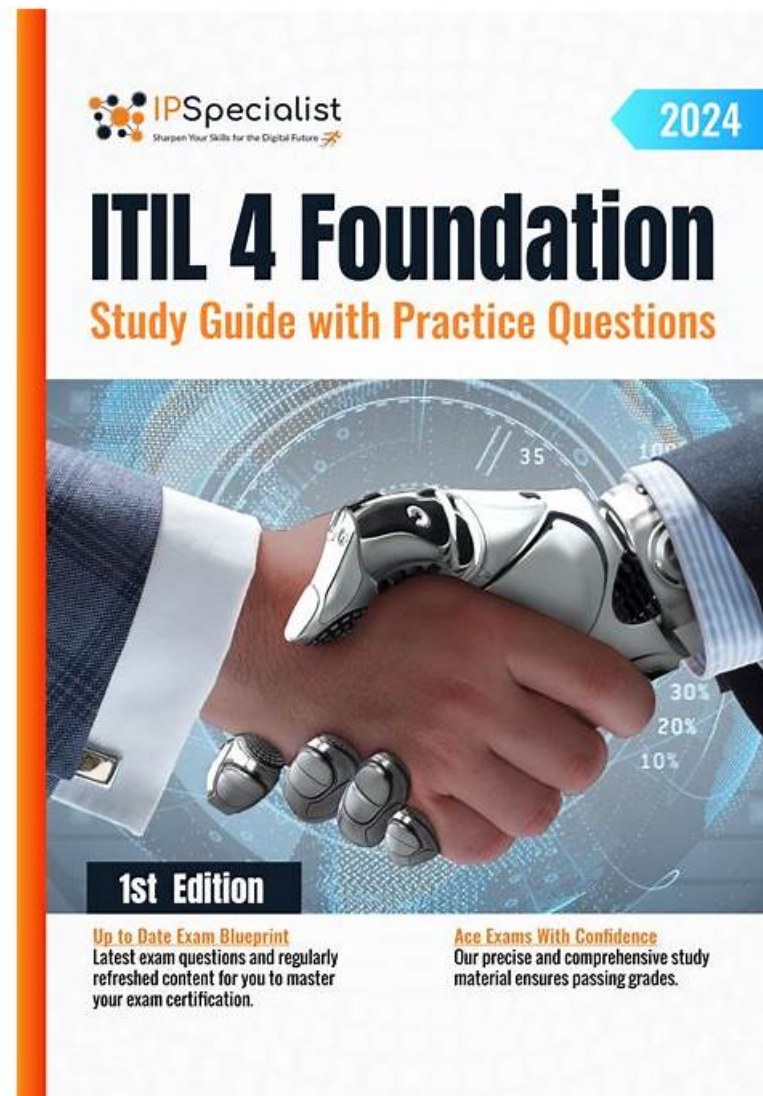


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ITIL 4 Foundation exam is an important certification for IT professionals who want to enhance their knowledge of IT service management. ITIL 4 Foundation Exam certification is recognized globally and is highly valued by employers. ITIL-4-Foundation Exam covers the key concepts of the ITIL 4 framework and is designed to test a candidate's understanding of the framework. Passing the exam is a significant achievement and provides a pathway for further ITIL 4 certifications.

ITIL-4-Foundation (ITIL 4 Foundation) Certification Exam is an internationally recognized certification program that provides comprehensive knowledge to individuals about IT service management. ITIL 4 Foundation Exam certification is designed to help professionals understand the fundamental concepts and principles of ITIL 4 Foundation and how they can be applied in the real world. The ITIL 4 Foundation certification is the basic level of certification in the ITIL 4 certification scheme and provides a solid foundation for individuals who are starting their career in IT service management.

ITIL 4 Foundation Certification Exam covers a wide range of topics related to IT service management, including service value system, service management practices, and key concepts of ITIL 4. It is a multiple-choice exam that comprises 40 questions and has a duration of 60 minutes. The passing score for the exam is 65%, and candidates who pass the exam earn the ITIL 4 Foundation certification.

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ITIL 4 Foundation Exam Sample Questions (Q452-Q457):

NEW QUESTION # 452

What is a configuration item?

- A. Any change of state that has significance for the management of a service
- **B. Any component that needs to be managed in order to deliver an IT service**
- C. Any financially valuable component that can contribute to delivery of an IT product or service
- D. A problem that has been analyzed but has not been resolved

Answer: B

Explanation:

Reference: <https://www.bmc.com/blogs/itil-key-terms/>

NEW QUESTION # 453

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. a value chain activity
- B. a formal process
- C. a dedicated team
- **D. detailed procedures**

Answer: D

NEW QUESTION # 454

Which are phases of the release and deployment process?

1. Release build and test
2. Review and close
3. Categorize and record
4. Change authorization and schedule

- A. 3 and 4
- B. 2 and 4
- C. 1 and 3
- **D. 1 and 2**

Answer: D

NEW QUESTION # 455

Which is a description of service provision?

- A. Cooperation between two organizations to ensure that a service delivers value
- **B. Activities that an organization performs to deliver services**
- C. A formal description of one or more services, designed to address the needs of a service consumer
- D. A way to help create value by facilitating outcomes that service consumers need

Answer: B

Explanation:

Explanation

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand refers to need or desire for products and services among internal and external consumers.

<https://www.bmc.com/blogs/itil-service-value-system/>

NEW QUESTION # 456

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

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

Answer: D

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 # 457

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