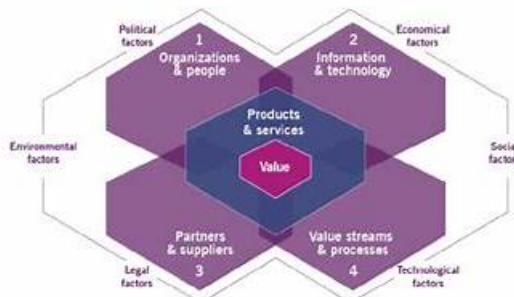


New ITIL-4-Foundation Study Guide | Best ITIL-4-Foundation Vce



ITIL® 4 Foundation Study Pack

Revision 4.1
March 2023



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ITIL 4 Foundation Exam is a globally recognized certification program designed to help professionals and organizations understand the best practices for IT service management. ITIL-4-Foundation Exam covers the latest version of ITIL, which is the most widely used IT service management framework in the world. The ITIL 4 Foundation Exam focuses on core principles, concepts, and terminology of the ITIL framework. It is an ideal starting point for professionals who are new to ITIL or want to refresh their knowledge.

ITIL (Information Technology Infrastructure Library) is a globally recognized framework that provides guidance on IT service management (ITSM) best practices. ITIL practices help organizations to align their IT services with their business goals, improve service quality, and increase customer satisfaction. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 certification scheme. It is designed to provide a comprehensive understanding of the ITIL 4 framework and its key concepts.

ITIL-4-Foundation (ITIL 4 Foundation) Certification Exam is designed to test the knowledge of individuals who want to demonstrate their understanding of the ITIL 4 framework. ITIL stands for Information Technology Infrastructure Library, and it is a popular framework used by organizations to manage their IT services effectively. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 framework and is ideal for those who are new to ITIL and want to learn about its fundamental

concepts.

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ITIL 4 Foundation Exam Sample Questions (Q37-Q42):

NEW QUESTION # 37

Which statement about emergency changes is CORRECT?

- A. Emergency changes should be authorized and implemented as service requests
- B. The testing of emergency can be eliminated in order to implement the change quickly
- C. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
- D. Emergency changes must be fully documented before authorization and implementation

Answer: C

NEW QUESTION # 38

Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- A. Plan
- B. Improve
- C. Design and transition
- D. Deliver and support

Answer: A

NEW QUESTION # 39

Which guiding principle discourages 'silo activity'?

- A. Collaborate and promote visibility
- B. Start where you are
- C. Focus on value
- D. Keep it simple and practical

Answer: A

NEW QUESTION # 40

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Service level management
- B. Monitoring and event management

- C. Service desk
- D. Continual improvement

Answer: A

NEW QUESTION # 41

What is a definition of a problem?

- A. An incident for which a full resolution is not yet available
- B. An unplanned interruption to a service, or reduction in the quality of a service
- C. Any change of state that has significance for the management of a configuration item (CI)
- D. A cause, or potential cause, of one or more incidents

Answer: D

NEW QUESTION # 42

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