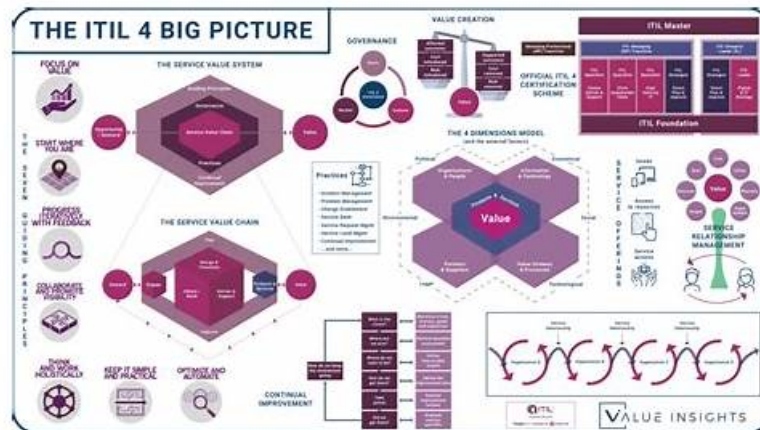


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ITIL-4-Foundation Exam Collection - Exam ITIL-4-Foundation Exercise

It is universally accepted that in this competitive society in order to get a good job we have no choice but to improve our own capacity and explore our potential constantly, and try our best to get the related ITIL-4-Foundation certification is the best way to show our professional ability, however, the exam is hard nut to crack and there are so many ITIL-4-Foundation Preparation questions related to the exam, it seems impossible for us to systematize all of the key points needed for the exam by ourselves.

ITIL 4 Foundation exam is the entry-level certification for ITIL 4 and is designed to provide candidates with a solid understanding of the key concepts and terminology used in ITIL. ITIL-4-Foundation Exam covers the four dimensions of service management, the service value system, and the seven guiding principles of ITIL.

ITIL 4 Foundation Exam Sample Questions (Q100-Q105):

NEW QUESTION # 100

What is the value of a service?

- A. The benefits, usefulness, or importance of the service, as perceived by the stakeholders
- B. A result for a stakeholder enabled by the outputs of the service
- C. A tangible or intangible deliverable of the service
- D. The amount of money that is created or saved for the service consumers by using the service.

Answer: A

NEW QUESTION # 101

Which process is used to compare the value that new services offer with the value of the services they have replaced?

- A. Capacity management
- B. Availability management
- **C. Service portfolio management**
- D. Service catalogue management

Answer: C

NEW QUESTION # 102

What type of change is often used for resolving incidents or implementing security patches?

- **A. Emergency change**
- B. Normal change
- C. Standard change
- D. Change model

Answer: A

Explanation:

A change that must be implemented as soon as possible without strictly following the standard process e.g. to resolve an incident or implement a security patch.

The process for assessment and authorization is expedited to ensure quick implementation, so scheduling and documentation is not a priority.

The change authority may be separate from what is standard or normal practice, typically smaller in number but with greater capacity to expedite approval.

<https://www.bmc.com/blogs/itil-change-enablement/>

NEW QUESTION # 103

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- A. Continual management
- **B. Service desk**
- C. Problem management
- D. Service request management

Answer: B

Explanation:

"Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

https://www.servicedeskstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%

NEW QUESTION # 104

What is the MOST LIKELY reason that incident management would need a temporary team to work together?

- A. So customers and users are provided with timely updates
- **B. To resolve a complex or major incident**
- C. To escalate an incident to a supplier or partner
- D. So users can resolve their own incidents with self-help

Answer: B

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible¹. A complex or major incident is an incident that has a significant impact or urgency for the business and requires a high level of coordination and resources to resolve². This may require a temporary team to work together, such as a major incident team

