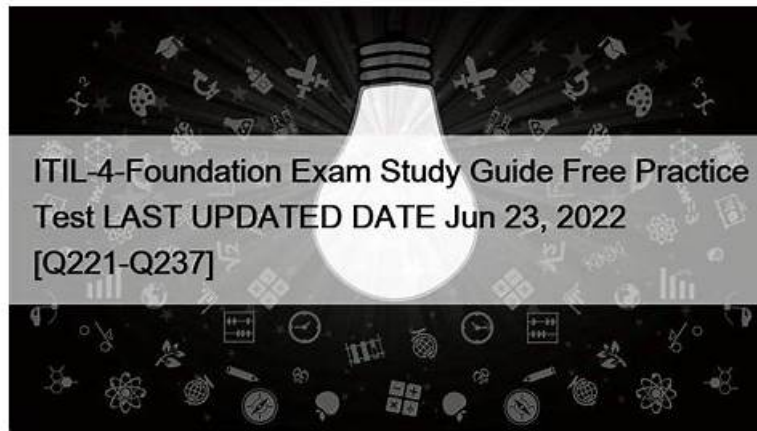


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ITIL 4 Foundation exam is the entry-level certification for IT professionals who want to demonstrate their knowledge and understanding of IT service management. ITIL 4 is the latest version of the IT Infrastructure Library (ITIL), a set of best practices for IT service management. The ITIL 4 Foundation exam covers the fundamental concepts and principles of ITIL 4, including the four dimensions of service management, the service value system, and the service value chain.

ITIL 4 Foundation exam is designed for IT professionals who are new to IT service management or who need a refresher on the latest version of ITIL. ITIL-4-Foundation Exam is also suitable for professionals who are interested in pursuing higher-level ITIL certifications, such as the ITIL Managing Professional or ITIL Strategic Leader certifications. The ITIL 4 Foundation certification is a prerequisite for these advanced certifications.

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Preparing for the ITIL 4 Foundation Exam requires a good understanding of the ITIL 4 framework and its key concepts. There are many resources available to help you prepare for the exam, including study guides, practice exams, and training courses. By passing the ITIL 4 Foundation Exam, you will be well on your way to becoming a certified ITIL 4 professional and taking your career in IT service management to the next level.

ITIL 4 Foundation Exam Sample Questions (Q16-Q21):

NEW QUESTION # 16

What three elements make up the Service Portfolio?

- A. Customer portfolio, service catalogue and retired services
- **B. Service pipeline, service catalogue and retired services**
- C. Service pipeline, configuration management system and service catalogue
- D. Customer portfolio, configuration management system and service catalogue

Answer: B

Explanation:

Explanation

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NEW QUESTION # 17

Which practice has a strong influence on the user experience and perception of the service provider?

- A. Service desk
- B. Change enablement
- **C. Service level management**
- D. Supplier management

Answer: C

NEW QUESTION # 18

Which practice conducts reviews to validate that services are covering the needs of the customer?

- A. Service desk
- B. Monitoring and event management
- C. Change enablement
- **D. Service level management**

Answer: D

Explanation:

The purpose of the service level management practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets¹. This practice conducts reviews to validate that services are covering the needs of the customer and to identify areas for improvement². Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Level Management, page 7.

NEW QUESTION # 19

What is an incident?

- A. A result enabled by one or more outputs
- B. The planned removal of an item that might affect a service
- **C. A service interruption resolved by the use of self-help tools**
- D. A possible future event that could cause harm

Answer: C

NEW QUESTION # 20

Which value chain activity is concerned with the availability of service components?

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

Answer: C

