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The ITIL 4 Foundation exam is aimed at individuals who aspire to enhance their knowledge of IT service management best practices. This includes IT professionals, service desk managers, project managers, business managers, and business process owners. Additionally, ITIL 4 Foundation is an essential requirement for those who want to progress to the ITIL 4 Specialist or ITIL 4 Expert level of certification.

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To prepare for the exam, candidates can choose from various training options, including classroom training, e-learning, or self-study. The ITIL 4 Foundation course covers the key concepts of ITIL 4, including the service value system, the four dimensions of service

management, the ITIL service value chain, and the guiding principles. Candidates can also access practice exams and study materials to enhance their preparation.

EXIN ITIL 4 Foundation Sample Questions (Q80-Q85):

NEW QUESTION # 80

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change
- B. An emergency change
- C. A normal change
- D. An internal change

Answer: A

NEW QUESTION # 81

What is CORRECT about service request management?

- A. Complex service request procedures should be avoided
- B. A new procedure is required for each new service request
- C. Compliments can be handled as service requests
- D. Service requests can be used to restore service

Answer: C

NEW QUESTION # 82

What ensures that service providers and service consumers continue to create value together?

- A. Service relationship management
- B. Service level management
- C. Service consumption
- D. Service offerings

Answer: A

NEW QUESTION # 83

Which TWO are inputs to the service value system?

1. Demand
2. Products
3. Value
4. Opportunity

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

Answer: D

NEW QUESTION # 84

What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Value
- B. Warranty
- C. Outcomes
- D. Utility

