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In addition to the certification exam, candidates can also attend ITIL 4 Foundation training courses to prepare for the exam and gain a deeper understanding of the ITIL 4 framework. The training courses cover topics such as service management concepts, the ITIL service value system, the four dimensions of service management, and the ITIL practices. ITILFNDv4 courses are available from accredited training providers and can be delivered in-person, virtually, or on-demand.

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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.

EXIN ITIL 4 Foundation Sample Questions (Q162-Q167):

NEW QUESTION # 162

What is used to link activities within the service value chain?

- A. Service desk
- B. Opportunity, demand and value
- **C. Inputs, outputs and triggers**
- D. Service level agreements

Answer: C

NEW QUESTION # 163

What is used to link activities within the service value chain?

- **A. Opportunity, demand and value**
- B. Service desk
- C. Inputs, outputs and triggers
- D. Service level agreements

Answer: A

NEW QUESTION # 164

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Deployment management
- **B. Service desk**
- C. Problem management
- D. Service configuration management

Answer: B

NEW QUESTION # 165

Which are the elements of process control?

- A. Work instructions, procedures and roles
- **B. Process owner, policy and objectives**
- C. Resources, capabilities and metrics
- D. Inputs, outputs and triggers

Answer: B

NEW QUESTION # 166

Which of the following ensures that a service provider and a service consumer continually co- create value?

