

100% Pass Quiz 2026 Updated ITIL: Exam ITIL Foundation (V4) Passing Score

ITIL 4 Foundation

Total score: 39.00 out of 40.00.
Percentage score: 98%.
Congratulations!! You passed the exam.

Candidate Name
Candidate Number
Assessment Test Code
Examination Date: Oct 02 2019
Score Report Date: Oct 02 2019
Candidate Score: 39.00
Maximum score: 40.00
Percentage Score: 98%
Assessment Result Label: Passed

Topic Description	Number of awarded marks	Number of possible marks	Success Rate
ITIL4F_1 - Understand the key concepts of service management	5.00	5.00	100.00%
ITIL4F_2 - Understand how the ITIL guiding principles can help an organization adopt and adapt service management	6.00	6.00	100.00%
ITIL4F_3 - Understand the four dimensions of service management	1.00	2.00	50.00%
ITIL4F_4 - Understand the purpose and components of the ITIL service value system	1.00	1.00	100.00%
ITIL4F_5 - Understand the activities of the service value chain, and how they interconnect	2.00	2.00	100.00%
ITIL4F_6 - Know the purpose and key terms of 15 ITIL practices	7.00	7.00	100.00%
ITIL4F_7 - Understand 7 ITIL practices	17.00	17.00	100.00%
Total score	39.00	40.00	

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EXIN ITIL Foundation (V4) Sample Questions (Q322-Q327):

NEW QUESTION # 322

Which statement about Business Cases is TRUE?

- A. Business Cases should focus on both the financial and non-financial impacts of the proposed project service
- B. Business Cases should focus on only the financial impacts of the proposed project to secure support and funding
- C. Business Cases should focus on only the non-financial business impacts of the proposed project to secure proper high-level management support
- D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

Answer: A

NEW QUESTION # 323

What is the purpose of the 'deployment management' practice?

- A. To plan and manage the full lifecycle of all IT assets.
- B. To protect the information needed by the organization to conduct its business
- **C. To move new or changed components to live environments**
- D. To make new and changed services and features available for use

Answer: C

NEW QUESTION # 324

What is the Service Pipeline?

- A. All complex multi-user services
- B. All services except those that have been retired
- **C. All services that are at a conceptual or development stage**
- D. All services that are contained within the Service Level Agreement (SLA)

Answer: C

NEW QUESTION # 325

What are underpinning contracts used to document?

- A. Service levels that have been agreed between the internal service provider and their customer
- B. Metrics and critical success factors (CSFs) for internal support teams
- **C. The provision of goods and services by third party suppliers**
- D. The provision of IT services or business services by a service provider

Answer: C

NEW QUESTION # 326

Which process will regularly analyze incident data to identify discernable trends?

- A. Service Level Management
- **B. Problem Management**
- C. Change Management
- D. Event Management

Answer: B

NEW QUESTION # 327

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