

Relevant ITIL-4-Foundation Questions & Top ITIL-4-Foundation Dumps

ITIL® 4 Foundation questions with correct answers

Introduction questions - Answer Introduction answers

Bloom levels tested in ITIL 4 Foundation exam - Answer - Bloom's level 1 (~77.5% of questions) involves "to remember"

- Bloom's level 2 (~22.5% of questions) involves "to understand"

Modules that must be completed to attain ITIL Strategic Leader (ITIL SL) -

Answer - ITIL Strategist (direct, plan & improve)

- ITIL Leader (digital & IT strategy)

Modules that must be completed to attain ITIL Managing Professional (ITIL MP) -

Answer - ITIL Specialist (create, deliver & support)

- ITIL Specialist (drive stakeholder value)

- ITIL Specialist (high velocity IT)

- ITIL Strategist (direct, plan & improve)

Types of questions on the Foundation Exam - Answer - Standard

- Missing word

- List

- What is "not"?

ITIL, the most widely accepted approach to IT service management in the world, is developed, managed and operated by the [?] organization. - Answer AXELOS

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ITIL (Information Technology Infrastructure Library) is a globally recognized framework that provides guidance on IT service management (ITSM) best practices. ITIL practices help organizations to align their IT services with their business goals, improve service quality, and increase customer satisfaction. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 certification scheme. It is designed to provide a comprehensive understanding of the ITIL 4 framework and its key concepts.

>> **Relevant ITIL-4-Foundation Questions** <<

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ITIL 4 Foundation Exam Sample Questions (Q54-Q59):

NEW QUESTION # 54

Which of the following is the MOST important for effective incident management?

- A. Automated pipelines
- B. A variety of access channels
- C. Collaboration tools and techniques
- D. Balanced scorecard review

Answer: C

Explanation:

Effective incident management often requires a high level of collaboration within and between teams as this can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively. There may also be a need for good collaboration tools so that people working on an incident can work together effectively. One technique that takes advantage of collaboration is termed swarming. This brings many different stakeholders together to work on the issue. Management of incidents may require frequent interaction with third party suppliers, and routine management of this aspect of supplier contracts is often part of the incident management practice.

<https://www.bmc.com/blogs/itil-incident-management/>

NEW QUESTION # 55

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. An initial baseline assessment
- B. The production of a detailed CSI plan
- C. Understanding priorities for improvement
- D. Verifying that improvement targets have been achieved

Answer: D

NEW QUESTION # 56

Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

- A. plans
- B. process
- C. tools
- D. measurement

Answer: D

NEW QUESTION # 57

Which step of the continual improvement model includes baseline assessments?

- A. What is the vision?
- B. Where are we now?
- C. Where do we want to be?
- D. Did we get there?

Answer: B

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