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2026 KaoGuTi最新的ITIL-4-Foundation PDF版考試題庫和ITIL-4-Foundation考試問題和答案免費分享：https://drive.google.com/open?id=1SmAlguUMbQcChf5zPt5LBN8uLuSloQZ4

你需要最新的ITIL-4-Foundation考古題嗎？為什么不嘗試KaoGuTi公司的PDF版本和軟件版本的在線題庫呢？您可以獲得所有需要的最新的ITIL ITIL-4-Foundation考試問題和答案，我們確保高通過率和退款保證。ITIL-4-Foundation題庫是針對IT相關考試認證研究出來的題庫產品，擁有極高的通過率。能否成功通過一項想要的認證測試，在于你是否找對了方法，ITIL ITIL-4-Foundation考古題就是你通過考試的最佳方法，讓考生輕松獲得認證。

ITIL 4 Foundation認證考試是IT專業人士想增強他們在IT服務管理方面的知識和技能必備的認證。該認證為希望在ITIL 4認證路徑上繼續深造的個人提供了堅實的基礎。該認證在全球范圍內得到了認可，在IT行業中受到高度尊重，因此對於希望在IT服務管理方面推進職業生涯的IT專業人士來說，它是一項有價值的資產。

>> ITIL-4-Foundation學習指南 <<

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ITIL的ITIL-4-Foundation考試認證是屬於那些熱門的IT認證，也是雄心勃勃的IT專業人士的夢想，這部分考生需要做好充分的準備，讓他們在ITIL-4-Foundation考試中獲得最高分，使自己的配置檔相容市場需求。

ITIL 4基礎認證考試是ITIL 4認證計劃中的入門級認證。此認證考試適合那些希望瞭解ITIL 4及其關鍵概念的個人，以及那些剛入門ITSM並希望了解管理IT服務的最佳實踐的人。 認證考試涵蓋的主題包括ITIL服務價值系統，服務管理的四個維度，ITIL服務價值鏈和關鍵的ITIL實踐。

最新的 ITIL 4 ITIL-4-Foundation 免費考試真題 (Q96-Q101):

問題 #96
Identify the missing word in the following sentence.
A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- A. information
- B. warranty
- C. utility
- D. costs

答案：D

問題 #97
Which is a service request?

- A. Requesting information about how to create a document
- B. Requesting a workaround for an issue
- C. Requesting an enhancement to an application
- D. Requesting investigation of a degraded service

答案：A

問題 #98
Which statement about 'continual improvement' is CORRECT?

- A. A single team should carry out 'continual improvement' across the organization
- B. All improvement ideas should be logged in a single 'continual improvement register'
- C. Everyone in the organization is responsible for some aspects of 'continual improvement'
- D. 'Continual improvement' should have minimal interaction with other practices

答案：C

問題 #99
Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Only add controls and metrics when they are needed
- B. Design controls and metrics and add them individually until all are implemented
- C. Only add controls and metrics that are required for compliance
- D. Design controls and metrics first, then remove those not adding value

答案：D

問題 #100
Why should a service level agreement include bundles of metrics?

- A. To help focus on business outcomes, rather than operational result.
- B. To ensure that all services are included in the service reports
- C. To reduce the number of metrics that need to be measured and reported
- D. To ensure that the service levels have been agreed with customers

答案：A

解題說明：
Individual metrics without a specified service context are unhelpful. They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.
https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLA

問題 #101
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