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ITIL 4 Foundation certification exam is a globally recognized certification that is designed to validate the knowledge and skills required for professionals who work in IT service management. ITIL 4 Foundation Exam certification exam is based on the latest version of the ITIL framework, which was released in 2019, and includes the latest best practices, approaches, and tools to manage IT services effectively. The ITIL 4 Foundation certification provides professionals with a comprehensive understanding of IT service management, including the key principles, concepts, and terminologies.

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ITIL 4 Foundation Exam Sample Questions (Q37-Q42):

NEW QUESTION # 37
Which does the ITIL service value system discourage?

- A. Interfaces among practices
- B. Organizational silos
- C. Organizational agility
- D. Coordinated authorities and responsibilities

Answer: B

Explanation:
Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

NEW QUESTION # 38
Which of the following is a necessity to a successful service level agreement (SLAs)?

- A. Base the SLA on system-based metrics that are useful to the service provider
- B. The language and terms used in the SLA should be commonly understood by all parties
- C. In order to promote consistent service, they should be be carried forward, unchanged, from one year to the next
- D. Vague targets, such as those related to user experience should be avoided

Answer: B

Explanation:
A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both services required and the expected level of service1. A necessity to a successful SLA is that the language and terms used in the SLA should be commonly understood by all parties, to avoid ambiguity, confusion, and disputes2. The other statements are not true because:
Base the SLA on system-based metrics that are useful to the service provider: The SLA should be based on customer-based metrics that are meaningful to the customer and reflect the value of the service2.
In order to promote consistent service, they should be carried forward, unchanged, from one year to the next: The SLA should be reviewed and updated regularly to reflect changing business needs, customer expectations, and service performance2.
Vague targets, such as those related to user experience should be avoided: The SLA should include both quantitative and qualitative targets, such as those related to user experience, satisfaction, and perception, as well as availability, reliability, and security2.
Reference: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Level Management, page 8.

NEW QUESTION # 39
Which of the following is included in the purpose of the 'continual improvement' printer?

- A. The establishment of Inks between the organization and its stakeholders at strategic and tactical levels
- B. The restoration of normal service operation as quickly as possible
- C. The alignment of the organization's practices and services with changing business needs
- D. The reduction of the likelihood and impact of incidents

Answer: C

NEW QUESTION # 40
Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- A. The complexities of the service provider's IT systems are identified.
- B. The service provider gains a better understanding of the customer experience.

- C. Bottlenecks in the service provider's workflow are identified.
- D. Service providers are able to respond more quickly to customer needs

Answer: D

NEW QUESTION # 41
Which is handled as a service request?

- A. An investigation to identify the cause of an incident
- B. A compliment about an IT support team
- C. The failure of an IT service
- D. An emergency change to implement a security patch

Answer: C

NEW QUESTION # 42
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