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Introduction

- Welcome to ITIL 4 Foundation
 - The purpose of the *ITIL 4 Foundation* publication is to introduce readers to the management of the modern IT-enabled services, provide them with an understanding of the common language and key concepts and show them how they can improve their work and the work of their organization with ITIL 4 guidance
- The Need for Service Management
 - Technology is advancing faster today than ever before. Developments such as cloud computing, infrastructure as a service, machine learning, and blockchain, have opened fresh opportunities for value creation, and led to IT becoming an important business driver and source of competitive advantage.
 - Every organization is a service organization
 - Almost all services today are IT enabled
 - Service management is defined as a set of specialized organizational capabilities for enabling value to customers in the form of services.
- About the Exam
 - 60 minutes
 - Candidates taking the exam in a language that is not in their native or working language may be awarded 25% extra time, i.e. 75 minutes in total
 - 40 questions, each question is worth 1 mark
 - 'standalone'
 - 'missing word'
 - 'list' (2 correct items)
 - Very rarely, 'negative' ("what is NOT...")
 - Pass mark: 65% or higher (26 marks or above)
 - Bloom's levels 1 and 2
 - 9 questions at Bloom's Level 1 (Recall) = 22.5%
 - 31 questions at Bloom's Level 2 (Understand, Describe, Explain) = 77.5%
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ITIL 4 Foundation Exam Sample Questions (Q30-Q35):

NEW QUESTION # 30

Which activity is NOT recommended by the 'start where you are' guiding principle?

- A. Involving people who are not familiar with a service when observing and assessing its activities
- B. Using source data to avoid any unintentional data distortion found in reports
- C. Applying risk management when considering to introduce new processes
- D. **Discarding existing processes before assessing their usefulness**

Answer: D

Explanation:

The 'start where you are' guiding principle advises organizations to observe and understand the current state of affairs before initiating any improvement or change¹. This principle also recommends using source data, involving people who know the service, and applying risk management when considering new processes². However, this principle does not suggest discarding existing processes before assessing their usefulness, as this would be wasteful and potentially harmful³. Reference: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 26; ITIL 4 Practice Guide: Start Where You Are, page 9.

NEW QUESTION # 31

Which guiding principle considers the importance of customer loyalty?

- A. Progress iteratively with feedback
- B. Start where you are
- C. **Focus on value**
- D. Optimize and automate

Answer: C

NEW QUESTION # 32

Which helps to streamline the fulfilment of service requests?

- A. **Understanding which service requests can be accomplished with limited approvals**
- B. Creating new workflows for every service request
- C. Separating requests relating to service failures from the degradation of services
- D. Eliminating service requests which have complex workflows

Answer: A

Explanation:

Explanation/Reference: <https://www.bmc.com/blogs/itil-service-request-management/>

NEW QUESTION # 33

Which practice helps to ensure that the services delivered to customers are aligned with their needs?

- A. Problem management
- B. Change enablement
- C. Service request management
- D. **Service level management**

Answer: D

NEW QUESTION # 34

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- A. Start where you are
- B. Collaborate and promote visibility
- C. Progress iteratively with feedback
- D. Think and work holistically

Answer: C

NEW QUESTION # 35

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