

# Customized ITIL-4-Foundation Lab Simulation - Pass Guaranteed First-grade ITIL-4-Foundation - ITIL 4 Foundation Exam Study Dumps



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ITIL 4 Foundation exam covers a wide range of topics, including the key concepts of the ITIL service management framework, service management practices, the four dimensions of service management, and the ITIL service value system. ITIL-4-Foundation Exam is designed to test the candidate's knowledge and understanding of the ITIL 4 Foundation framework and their ability to apply it in real-world scenarios. Passing the ITIL 4 Foundation exam demonstrates that the candidate has the necessary knowledge and skills to implement and manage IT services based on the ITIL 4 Foundation framework. It is a globally recognized certification that can help individuals advance their careers in IT service management.

## ITIL ITIL-4-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>ITIL practices: Improvement of the process of service development and supporting users is discussed. It also covers those ITIL 4 practices that enable working methods.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Service management concepts: Basic concepts of service management are discussed in this topic. It also defines a service, components of service and the value of the service to stakeholders.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Service Level Agreements: It highlights the role of SLAs in defining and managing service quality. The topic also explains the role of service-level management in this context.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>Guiding principles: This topic covers seven guiding principles of ITIL 4. It focuses on developing a mindset to adopt ITIL practices and adapting them to your specific needs .</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>Service value system: A Framework that helps to create, deliver, and manage services, such as Service Value Chain, governance, and guiding principles is discussed in this topic.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>Continuous improvement: ITIL 4 concepts related to continuous improvement are addressed by this topic. It also discusses the ways through which organizations iterate and adapt their processes and services.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>Four dimensions of service management: Four dimensions of effective service management are discussed in this topic.</li> </ul>

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### ITIL 4 Foundation Exam Sample Questions (Q94-Q99):

#### NEW QUESTION # 94

Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Think and work holistically
- B. Collaborate and promote visibility
- C. Focus on value
- D. Keep it simple and practical

**Answer: B**

#### NEW QUESTION # 95

Which statement about outcomes is CORRECT?

- A. They are deliverables provided to service consumers.
- B. The co-create value for service providers by reducing costs and risks.
- C. They allow service consumers to achieve a desired result.
- D. They provide products to service providers based on outputs.

**Answer: C**

Explanation:

Explanation/Reference: <https://www.axelos.com/news/blogs/february-2015/difference-between-outputs-and-outcomes-in-itsm>

#### NEW QUESTION # 96

Which practice is responsible for moving new or changed components to live or other environments?

- A. Supplier management
- B. Change enablement
- C. Deployment management
- D. Release management

**Answer: C**

**NEW QUESTION # 97**

Which guiding principle considers customer and user experience?

- A. Collaborate and promote visibility
- **B. Focus on value**
- C. Keep it simple and practical
- D. Start where you are

**Answer: B**

**NEW QUESTION # 98**

What is the effect of increased automation on the 'service desk1 practice'?

- A. Decrease in self-service incident logging and resolution
- B. Increased ability to focus on fixing technology instead of supporting people
- C. Elimination of the need to escalate incidents to support teams
- **D. Greater ability to focus on customer experience when personal contact is needed**

**Answer: D**

**NEW QUESTION # 99**

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