

ITILFND_V4 test torrent, exam questions and answers for ITIL 4 Foundation

ITIL 4 Foundation Practice Exam with complete Questions and Answers

How does prioritization of incidents assist in incident Management? - answerIt ensures that incidents are resolved as quickly as possible

Which value chain activity provides information about service Improvements to all value chain activities - answerImprove

Which is the a purpose of the "Information security" practice - answerProtect the information needed by the organization to conduct business

Which are the key activities of governance - answerEvaluate Direct Monitor

Which is NOT one of the steps of the Continual improvement model - answerWhat Improvement Method Will We Use

What is the Utility of a service? - answerService functionality

What is the definition of an output? - answerA tangible or intangible deliverable of an activity

Which of the following could be part of a service offering:

- 1 Goods
- 2 Policies
- 3 Access to resources
- 4 Service Actions - answer1,3,4

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The ITIL 4 framework is the latest version of the ITIL framework, and it is designed to provide a holistic approach to service management. ITIL 4 introduces new concepts such as the service value system, the service value chain, and the four dimensions of service management. The ITIL 4 Foundation certification exam covers all these concepts and provides a solid foundation for IT professionals who want to pursue further ITIL certifications.

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The ITIL 4 Foundation certification exam covers several key topics, including the service value system, service management practices, and the four dimensions of service management. ITILFND_V4 Exam also covers the ITIL guiding principles, which are essential for understanding the ITIL framework and its application in real-world scenarios.

EXIN ITIL 4 Foundation Sample Questions (Q238-Q243):

NEW QUESTION # 238

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- A. As a problem
- B. As a service request
- C. As a change request
- D. As an event

Answer: A

NEW QUESTION # 239

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

- A. Partners and suppliers
- B. Information and technology
- C. Value streams and processes
- D. Organizations and people

Answer: C

NEW QUESTION # 240

What is the expected outcome from using a service value chain?

- A. Customer engagement
- B. Service value streams
- C. Value realization
- D. The application of practices

Answer: C

NEW QUESTION # 241

How can service consumers contribute to risk mitigation?

- A. By controlling the specific level of risk on the service provider's behalf
- B. By ensuring that the service provider has configured correctly its resources
- C. By being fully aware of their own requirements for the service
- D. Through the provision of services according to predefined needs

Answer: C

NEW QUESTION # 242

Which is included in the purpose of the 'design and transition' value chain activity?

- A. Ensuring that service components are available when needed
- B. Supporting services according to specifications
- C. Providing transparency and good stakeholder relationships
- D. Continually meeting stakeholder expectations for costs

Answer: D

NEW QUESTION # 243

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