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ITIL ITIL-4-Foundation Exam Syllabus Topics:

Section	Weight	Objectives
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Understand the key ITIL practices	30-35%	- Service desk practice - Service configuration management practices - Relationship management practices - Continual improvement practices - Service level management practices - Supplier management practices - Incident management and request fulfillment practices
Understand the purpose and effects of the service value system	15-20%	- Overview of the service value system - Opportunity and demand - The service value chain - The ITIL practices in the service value chain - Other frameworks and methods
Understand how the ITIL framework guides the organization	15-20%	- The ITIL principles in detail - Nature and use of the ITIL guiding principles - Key concepts of the service relationship
Understand the key concepts of service management	15-20%	- Key concepts of creating value with services - Organize and deliver value with services - Organizations and people - Value streams and processes
Understand the four dimensions of service management	15-20%	- Overview of the four dimensions - Partners and suppliers - Information and technology

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ITIL 4 Foundation Exam Sample Questions (Q61-Q66):

NEW QUESTION # 61

What must always be done before an activity is automated?

- A. Ensure that DevOps has been successfully implemented
- B. Check that suitable new technology has been purchased
- **C. Check that the activity has already been optimized**
- D. Ensure the solution removes the need for human intervention

Answer: C

NEW QUESTION # 62

Which is an input to the service value system?

- A. The system of directing and controlling an organization
- B. Recommendations to help an organization in all aspects of its work
- **C. A need from consumers for new or changes services**
- D. A model to help meet stakeholders expectations

Answer: C

Explanation:

A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to

facilitate value realization

<https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20other>

NEW QUESTION # 63

Which statement about the input and output of the value chain activities is CORRECT?

- A. Each value chain activity receives inputs and provides outputs
- B. The organization's governance will determine the inputs and outputs of each value chain activity
- C. Input and output are fixed for each value chain activity
- D. Some value chain activities only have input, whereas others only have outputs

Answer: A

Explanation:

Explanation

Each activity contributes to the value chain by transforming specific inputs into outputs. The inputs could be demand from outside the value chain, or outputs of other activities, while the transformation is facilitated by ITIL practices, undertaken using internal or third-party resources, processes, skills, and competencies.

<https://www.bmc.com/blogs/itil-service-value-chain/>

NEW QUESTION # 64

Which statement about the 'continual improvement' practice is CORRECT?

- A. A single continual improvement register should be maintained by senior management.
- B. Continual improvement participation should be limited to a small dedicated team.
- C. It is the role of senior management to authorize improvement initiatives.
- D. Training should be provided to those involved in continual improvement.

Answer: C

NEW QUESTION # 65

Which guiding principle helps to ensure that better information is available for decision making?

- A. Think and work holistically
- B. Optimize and automate
- C. Keep it simple and practical
- D. Collaborate and promote visibility

Answer: D

NEW QUESTION # 66

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