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## ITIL 4 Foundation ITILFND\_V4 Practice Exam Questions & Answers 2024/2025

What is ITIL 4 Foundation? - ANSWERITIL 4 Foundation is the beginner level certification to show that you have the basic understanding of the ITIL framework. The latest version ITIL 4 is released on February 28 2019. ITIL Foundation is the prerequisite for any further ITIL certifications.

ITIL 4 Foundation provides you with comprehensive guidance for the management of information technology in the modern service economy. The ITIL 4 framework is built on established ITSM practices and expands itself to the wider context of customer experience, value streams and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

ITIL 4 Foundation Exam Information - ANSWERTo earn the ITIL Foundation certification, you must correctly answer 26 questions on a 40 question multiple-choice exam (65%). Each question will include 4 possible answers from which you must provide the best answer to the question. Each correct answer is awarded one mark. The exam duration is 1 hour. Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time i.e. 75 minutes in total.

ITIL 4 Foundation Exam Objectives: - ANSWERThe key concepts of service management  
How the ITIL guiding principles can help an organization adopt and adapt service management  
The four dimensions of service management  
The purpose and components of the ITIL service value system  
The activities of the service value chain, and how they interconnect  
The purpose and key terms of 18 ITIL practices  
The 7 essential ITIL practices

What are the difference between ITIL V4 and ITIL V3? - ANSWERITIL 4 Foundation is launched in January 2019. The new concept of Service Value chain is been added and also the approach for ITIL is revamped after ITIL V3. ITIL 4 Foundation, the latest version of the world's most popular ITSM framework, the new ITIL update will focus on integrating ITIL guidance with best practices from the worlds of DevOps, Agile, and Lean.

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EXIN ITILFND\_V4: ITIL 4 Foundation exam is a globally recognized certification that validates the candidate's knowledge of the ITIL 4 framework. ITIL 4 Foundation certification provides a solid foundation for IT professionals to advance their career in IT service management. The ITILFND\_V4 exam covers the core concepts of ITIL 4, and the certification is suitable for a wide range of IT professionals. The ITIL 4 framework is widely adopted by organizations globally, and the ITILFND\_V4 certification is a testament to the candidate's knowledge and skills in this area.

The ITIL 4 Foundation certification is recommended for IT professionals, business managers, and anyone involved in the delivery of IT services. It is also useful for individuals who are interested in pursuing higher-level ITIL certifications, such as ITIL Managing Professional or ITIL Strategic Leader. ITIL 4 Foundation certification provides a solid foundation for a career in ITSM and demonstrates a commitment to continuous professional development.

EXIN ITILFND\_V4 (ITIL 4 Foundation) Exam is a certification exam that tests an individual's knowledge and understanding of the

ITIL 4 framework. The ITIL 4 framework is a widely recognized set of best practices for IT service management that focuses on aligning IT services with the needs of businesses and their customers. The ITIL 4 Foundation Exam is designed to assess the candidate's ability to understand the key concepts, principles, and practices of the ITIL 4 framework.

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## EXIN ITIL 4 Foundation Sample Questions (Q276-Q281):

### NEW QUESTION # 276

Which is an example of a service request?

- A. A request for normal operation to be restored
- **B. A request for access to a file**
- C. A request to investigate the cause of an incident
- D. A request to implement a security patch

**Answer: B**

### NEW QUESTION # 277

Which helps to streamline the fulfilment of service requests?

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

**Answer: D**

### NEW QUESTION # 278

Which practice would be MOST involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

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

**Answer: C**

### NEW QUESTION # 279

Which facilitates outcomes that customers want to achieve?

- A. Warranty
- B. IT asset
- **C. Service**
- D. Organization

**Answer: C**

### NEW QUESTION # 280

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

- A. Incident management
- B. Problem management
- C. Service desk
- D. Continual improvement

Answer: C

### NEW QUESTION # 281

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