

ITIL-4-Foundation latest testking & ITIL-4-Foundation prep vce & ITIL-4-Foundation exam practice



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ITIL 4 Foundation Certification Exam covers a wide range of topics related to IT service management, including service value system, service management practices, and key concepts of ITIL 4. It is a multiple-choice exam that comprises 40 questions and has a duration of 60 minutes. The passing score for the exam is 65%, and candidates who pass the exam earn the ITIL 4 Foundation certification.

ITIL-4-Foundation (ITIL 4 Foundation) Certification Exam is a globally recognized certification program designed to provide participants with an in-depth understanding of IT Service Management (ITSM) and the ITIL framework. ITIL (Information Technology Infrastructure Library) is a set of best practices for ITSM that helps organizations deliver high-quality IT services to their customers.

>> **ITIL-4-Foundation Exam Vce** <<

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ITIL 4 Foundation Certification Exam is a globally recognized certification exam that is designed to validate the skills and knowledge of individuals in the IT service management domain. ITIL stands for Information Technology Infrastructure Library, which is a set of best practices for IT service management that is used by organizations worldwide to improve their IT service delivery and management processes. ITIL 4 Foundation Certification Exam is the first step towards understanding the ITIL 4 framework and is essential for individuals who wish to pursue a career in IT service management.

ITIL 4 Foundation Exam Sample Questions (Q35-Q40):

NEW QUESTION # 35

Which statement about service requests is CORRECT?

- A. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

- B. Complex service requests should be dealt with as normal changes
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests that require simple workflows should be dealt with as incidents

Answer: A

NEW QUESTION # 36

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

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

Answer: B

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 # 37

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- A. Activities should be automated before they are optimized
- B. Automation is best applied to non-standard tasks
- C. **Technology eliminates the need for human intervention**
- D. Automation frees human resources for more complex activities

Answer: C

NEW QUESTION # 38

Which is the CORRECT explanation of the 'R' role in a RACI matrix?

- A. This role ensures that activities are executed correctly
- B. **This role has ownership of the end result**
- C. This role ensures the flow of information to stakeholders
- D. This role is involved in providing knowledge and input

Answer: B

NEW QUESTION # 39

Which is an external input to the service value chain?

- A. An overall plan
- B. Feedback loops
- C. **Customer requirements**
- D. The 'improve' value chain activity

Answer: C

NEW QUESTION # 40

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