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ITIL-4- Foundation Exam Dumps


**ITIL-4-FOUNDATION:
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The ITIL-4-Foundation is the entry-level certification exam for ITIL 4, the latest version of the Information Technology Infrastructure Library (ITIL). The ITIL-4-Foundation exam covers the key components, concepts, and terminology of the ITIL 4 framework, as well as the practical application of the four dimensions of service management.



The ITIL 4 Foundation exam is a 60-minute, closed book, multiple-choice exam. It consists of 40 questions and the passing score is 65%.

The ITIL 4 Foundation exam consists of 40 multiple-choice questions. All questions are worth one mark, and candidates must score a minimum of 65% (26 out of 40) to pass the exam.



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EXIN ITIL Foundation (V4) Sample Questions (Q480-Q485):

NEW QUESTION # 480

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- A. Minimum viable product
- **B. Direct observation**
- C. Analysis Paralysis
- D. Feedback loop

Answer: B

NEW QUESTION # 481

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- **A. An SLA is legally binding, an OLA is a best efforts agreement**
- B. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- C. An SLA is with an external customer, an OLA is with an internal customer
- D. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service

Answer: A

NEW QUESTION # 482

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. Continual improvement
- **C. The service value chain**
- D. The ITIL guiding principles

Answer: C

NEW QUESTION # 483

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Monitoring and event management
- B. Change enablement
- **C. Service level management**
- D. Service desk

Answer: C

Explanation:

To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

<https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION # 484

What BEST describes the value of service strategy to the business?

- **A. It supports the creation of a portfolio of quantified services**
- B. It reduces the effort spent on managing test and pilot environments
- C. It provides quick and effective access to standard services

- D. It improves the control of service assets and configurations

Answer: A

NEW QUESTION # 485

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