

# Exam ITIL-4-Foundation Collection Pdf & ITIL-4-Foundation Pass Guarantee



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ITIL 4 Foundation exam is designed to help IT professionals develop a common language and understanding of IT service management. ITIL 4 Foundation Exam certification equips them with the tools and techniques needed to improve the quality and efficiency of IT services in their organizations. It focuses on the importance of customer-centricity and value creation, and how IT can contribute to business outcomes.

ITIL 4 Foundation Certification Exam is the entry-level certification in the ITIL 4 certification scheme. ITIL 4 is the latest version of the Information Technology Infrastructure Library (ITIL), a globally recognized framework for IT service management. ITIL 4 Foundation Exam certification is designed for IT professionals who want to learn about ITIL 4 and its best practices for managing IT services.

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## ITIL-4-Foundation Pass Guarantee | ITIL-4-Foundation Valid Exam Questions

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ITIL 4 Foundation certification exam is an essential certification for individuals who want to establish a career in IT service

management. ITIL 4 Foundation Exam certification provides comprehensive knowledge of IT service management frameworks and best practices that can be applied in the real world. ITIL 4 Foundation Exam certification is globally recognized and demonstrates the candidate's knowledge and skills in IT service management. The ITIL 4 Foundation certification is suitable for IT professionals, business professionals, and individuals who are responsible for delivering and supporting IT services.

## ITIL 4 Foundation Exam Sample Questions (Q96-Q101):

### NEW QUESTION # 96

Which is NOT a component of the service value system?

- A. Continual improvement
- B. The service value chain
- C. Opportunity and demand
- D. Governance

**Answer: C**

### NEW QUESTION # 97

A user wants to know how to create a report so they come into contact with the service desk.

Which practice is MOST likely to help with the solution of this issue?

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

**Answer: A**

Explanation:

The service request management practice supports the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner<sup>1</sup>. A service request is a request from a user or a user's authorized representative that initiates a service action that has been agreed as a normal part of service delivery<sup>2</sup>. A user wanting to know how to create a report is an example of a service request that can be handled by the service request management practice<sup>3</sup>. The other statements are not true because:

\* Incident management: The incident management practice restores normal service operation as quickly as possible after an interruption or reduction in quality of an IT service<sup>1</sup>. A user wanting to know how to create a report is not an incident, as it does not affect the availability or performance of a service<sup>2</sup>.

\* Service level management: The service level management practice sets clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets<sup>1</sup>. This practice does not directly handle user requests, but it may define the service level agreements (SLAs) and service level objectives (SLOs) that apply to them<sup>2</sup>.

\* Change enablement: The change enablement practice maximizes the number of successful service and product changes by ensuring that risks have been properly assessed, authorized, and managed within a schedule<sup>1</sup>. A change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services<sup>2</sup>. A user wanting to know how to create a report is not a change, as it does not alter the configuration or functionality of a service component<sup>2</sup>. References: ITIL Foundation - ITIL 4 Edition, page 16; ITIL 4 - A Pocket Guide, page 37; ITIL 4 Practice Guide: Service Request Management, page 7.

### NEW QUESTION # 98

Which term is used to describe removing something that could have an effect on a service?

- A. An incident
- B. A change
- C. An IT asset
- D. A problem

**Answer: B**

Explanation:

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services

<https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indire>

### NEW QUESTION # 99

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Continual improvement
- B. Relationship management

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

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

- C. Service desk
- D. Incident management

**Answer: C**

### NEW QUESTION # 100

Which is an important principle of communication in service operation?

- A. It is stored in the configuration management system
- B. It has an intended purpose or a resultant actionD18912E1457D5D1DDCBD40AB3BF70D5D
- C. Information should always be communicated
- D. Meetings are always the best method of communication

**Answer: B**

### NEW QUESTION # 101

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