

ITIL ITIL-4-Foundation Dumps Guide & Simulated ITIL-4-Foundation Test



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ITIL 4 Foundation exam consists of 40 multiple-choice questions that must be answered within 60 minutes. The passing score for ITIL-4-Foundation exam is 65%, and candidates who successfully pass the exam will receive the ITIL 4 Foundation certification. ITIL 4 Foundation Exam certification is a great way for IT professionals to demonstrate their expertise in IT service management and increase their career prospects. It also provides a solid foundation for further ITIL certifications.

ITIL-4-Foundation (ITIL 4 Foundation) Exam is an essential certification exam for IT professionals who want to demonstrate their knowledge and understanding of the ITIL 4 framework. By passing ITIL-4-Foundation Exam, candidates can prove their proficiency in the ITIL 4 framework and enhance their career prospects in the IT service management industry.

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ITIL 4 Foundation exam is the entry-level certification for IT professionals who want to demonstrate their knowledge and understanding of IT service management. ITIL 4 is the latest version of the IT Infrastructure Library (ITIL), a set of best practices for IT service management. The ITIL 4 Foundation exam covers the fundamental concepts and principles of ITIL 4, including the four dimensions of service management, the service value system, and the service value chain.

ITIL 4 Foundation Exam Sample Questions (Q89-Q94):

NEW QUESTION # 89

Which of these should be logged and managed as a problem?

- A. A monitoring tool detects a change of state for a service
- B. A user requests delivery of a laptop
- C. 'Continual improvement' needs to prioritize an improvement opportunity
- **D. Trend analysis shows a large number of similar incidents**

Answer: D

NEW QUESTION # 90

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. Outcomes provide assurance to stakeholders on how a service performs
- C. An outcome defines the amount of money spent on technology for a service
- **D. An outcome depends on at least one output to deliver a result**

Answer: D

Explanation:

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

Outputs are nearly always quantitative, with data available to show whether these have been delivered. Outputs are easy to report on and to validate. There is no grey area.

Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

NEW QUESTION # 91

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- **B. Plan**
- C. Obtain/build
- D. Engage

Answer: B

NEW QUESTION # 92

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. Training should be provided to those involved in continual improvement.**
- D. It is the role of senior management to authorize improvement initiatives.

Answer: C

Explanation:

Explanation/Reference: <https://www.bmc.com/blogs/til-continual-improvement/>

NEW QUESTION # 93

Which of the following is NOT recommended by the guiding principle 'start where you are'?

- A. Identifying what is available to be leveraged
- **B. Building something completely new**
- C. Collecting data directly from the source

- D. Asking questions that appear to be stupid

Answer: B

NEW QUESTION # 94

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