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ITIL 4 Foundation Exam is designed to test a candidate's knowledge of the ITIL framework, including its key concepts, principles, and practices. It covers a range of topics, including service management, service value system, service value chain, and guiding principles. ITIL-4-Foundation Exam is intended to provide a basic understanding of ITIL 4 and its role in IT service management.

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It is a universally accepted fact that the ITIL-4-Foundation exam is a tough nut to crack for the majority of candidates, but there are still a lot of people in this field who long to gain the related certification so that a lot of people want to try their best to meet the challenge of the ITIL-4-Foundation Exam. A growing number of people know that if they have the chance to pass the exam, they will change their present situation and get a more decent job in the near future.

ITIL 4 Foundation Exam Sample Questions (Q32-Q37):

NEW QUESTION # 32
When considering the type of relationship required with other organizations involved in the design and delivery of services, which dimension of service management are you utilizing?

- A. Organizations and people
- B. Value streams and processes
- C. Partners and suppliers
- D. Information and technology

Answer: C

Explanation:
Partners and suppliers are one of the four dimensions of service management that influence the effectiveness and efficiency of service delivery1. This dimension covers the relationships that an organization has with other organizations that are involved in the design, development, deployment, delivery, support, and improvement of services2. This dimension also includes the contracts, agreements, and policies that govern these relationships3. References: ITIL Foundation - ITIL 4 Edition, page 8; ITIL 4 - A Pocket Guide, page

19; ITIL 4 Practice Guide: Partner and Supplier Management, page 7.

NEW QUESTION # 33
Which statement about known errors and problems is CORRECT?

- A. A known error is the cause of one or more problems
- B. Known error is the status assigned to a problem after it has been analysed
- C. Known errors are managed by technical staff, problems are managed by service management staff
- D. Known errors cause vulnerabilities, problems cause incidents

Answer: B

NEW QUESTION # 34
Which is a financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. IT asset
- C. Sponsor
- D. Service offering

Answer: B

Explanation:
Explanation
IT asset is any financially valuable component that can contribute to the delivery of an IT product or service.
The scope of IT asset management typically includes all software, hardware, networking, cloud services, and client devices
https://wiki.process-symphony.com.au/framework/lifecycle/process/it-asset-management-itil-4/#:~:text=IT%20a

NEW QUESTION # 35
Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

- A. Problem control
- B. Error control
- C. Problem identification
- D. Problem analysis

Answer: B

Explanation:
Explanation
Error control also regularly re-assesses the status of known errors that have not been resolved, taking account of the overall impact on customers and/or service availability, and the cost of permanent resolutions, and effectiveness of workarounds
https://www.bmc.com/blogs/itil-problem-management/#:~:text=Error%20control%20also%20regularly%20re,re

NEW QUESTION # 36
What should all 'continual improvement' decisions be based on?

- A. A recent maturity assessment
- B. An up-to-date balanced scorecard
- C. Accurate and carefully analysed data
- D. Details of how services are measured

Answer: C

NEW QUESTION # 37

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