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## ITIL 4 Foundation Exam Questions & Answers 2024/2025

ITIL - ANSWERS Describes how the components and activities of an organization interact to create value through IT-enabled services

This formerly stood for "Information Technology Infrastructure Library" but is no longer an acronym - ANSWERS ITIL

ITIL Service Value System - ANSWERS ITIL SVS

ITIL SVS - ANSWERS Describes how the components and activities of an organization interact to create value through IT-enabled services

- ITIL Service Value Chain

- ITIL Practices

- ITIL Guiding Principles

- Governance

- Continual Improvement - ANSWERS The Five Core Components of the ITIL SVS

ITIL Service Value Chain - ANSWERS Flexible model for the creation, delivery, and continual improvement of Services. Has six key activities.

ITIL Practices - ANSWERS Enhances flexibility of the SVS and provides a comprehensive and versatile tool set for ITSM practitioners

ITIL Guiding Principles - ANSWERS Help to guide organizational decisions and actions and ensure a shared understanding of ITSM throughout the organization. Helps to codify the organization's culture and behavior, from strategy to day to day operations

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ITIL-4-Foundation (ITIL 4 Foundation) Exam is an essential certification program for IT professionals who are involved in IT Service Management. The program provides a comprehensive understanding of the latest version of the ITIL framework and covers the key concepts, principles, and practices that are essential for effective ITSM. ITIL 4 Foundation Exam certification is globally recognized and is administered by AXELOS, making it a valuable credential for professionals worldwide.

ITIL 4 Foundation Exam is an important certification for IT professionals who want to enhance their career prospects in IT service management. ITIL 4 Foundation Exam certification demonstrates that you have the knowledge and skills required to apply ITIL 4 principles and practices in a real-world setting. It also shows that you are committed to ongoing professional development and improving your skills in IT service management.

ITIL 4 Foundation Certification Exam covers the key concepts and principles of ITIL 4, including the four dimensions of service management, the service value system, and the ITIL service lifecycle. It also covers the ITIL practices, including incident management, change management, problem management, service desk, and service level management. ITIL-4-Foundation Exam

consists of 40 multiple-choice questions and has a duration of 60 minutes. The passing score is 65% or 26 correct answers out of 40.

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## ITIL ITIL-4-Foundation Reliable Test Answers & Dump ITIL-4-Foundation File

In life we mustn't always ask others to give me something, but should think what I can do for others. At work if you can create a lot of value for the boss, the boss of course care about your job, including your salary. The same reason, if we are always a ordinary IT staff, when you will be eliminated sooner or later. We should pass the IT exams, and go to the top step by step. DumpsTorrent's ITIL ITIL-4-Foundation Exam Materials can help you to find shortcut to success. There are a lot of IT people who have started to act. Success is in the DumpsTorrent ITIL ITIL-4-Foundation exam training materials. Of course you can not miss it.

### ITIL 4 Foundation Exam Sample Questions (Q102-Q107):

#### NEW QUESTION # 102

Which practice is responsible for moving new or changed components to live or other environments?

- A. Release management
- B. Change enablement
- C. Deployment management
- D. Supplier management

**Answer: C**

#### NEW QUESTION # 103

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

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

**Answer: C**

Explanation:

In ITIL 4, an incident is defined as an unplanned interruption to a service, or a reduction in the quality of a service. Unplanned maintenance that results in a service being unavailable for two hours clearly represents an unplanned interruption, so it is managed as an incident.

The incident management practice is responsible for:

- \* Managing the lifecycle of incidents
- \* Restoring normal service operation as quickly as possible
- \* Minimizing the negative impact on business operations

That makes incident management the practice most likely to be involved in handling and coordinating communication about this unplanned downtime.

Why the others are less appropriate here:

- \* Problem management aims to manage causes of incidents and reduce their likelihood or impact over time; it does not primarily manage the immediate unplanned outage.
- \* Change enablement manages changes (including emergency changes), but the question is focused on managing the service unavailability to users, which falls under incident management.
- \* Service request management deals with pre-defined, user-initiated requests (such as password resets, information requests), not with unplanned outages.

Therefore, the practice most likely to manage this unplanned unavailability is incident management, so A is correct.

#### NEW QUESTION # 104

What is the MOST important reason for prioritizing incidents?

- A. To ensure that incidents with highest impact are resolved first
- B. To help information-sharing and learning
- C. To provide links to related changes and known errors
- D. To ensure that user expectations are realistic

**Answer: A**

#### NEW QUESTION # 105

What is defined as a change of state that has significance for the management of an IT service?

- A. Problem
- B. Event
- C. Incident
- D. Known error

**Answer: B**

#### NEW QUESTION # 106

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

- A. Monitoring and event management
- B. Continual management
- C. IT asset management
- D. Deployment management

**Answer: C**

Explanation:

An asset is defined as anything that is useful or valuable within a product or service. This value is generally determined financially: how much an asset costs versus how much it saves.

<https://www.bmc.com/blogs/it-asset-management/>

#### NEW QUESTION # 107

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