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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 Sample Questions (Q18-Q23):

NEW QUESTION # 18

What is the purpose of the 'information security management' practice?

- A. To observe services and service components
- B. To plan and manage the full lifecycle of all IT assets
- **C. To protect the information needed by the organization to conduct its business**
- D. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

Answer: C

NEW QUESTION # 19

Which is the definition of an IT asset?

- **A. Any financially valuable component that contributes to a service**
- B. Any change of state that has significance for the management of a service
- C. Any request from a user that is a normal part of service delivery
- D. Any component that needs to be managed to deliver a service

Answer: A

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-iti-4/#:~:text=IT%20asset%20is%20any%20financially,cloud%20services%2C%20and%20client%20devices.>

NEW QUESTION # 20

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

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

Answer: B

NEW QUESTION # 21

Which guiding principle considers customer and user experience?

- A. Start where you are
- **B. Focus on value**
- C. Keep it simple and practical
- D. Collaborate and promote visibility

Answer: B

NEW QUESTION # 22

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- **A. a formal process**
- B. a dedicated team
- C. a value chain activity
- D. detailed procedures

Answer: A

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