

# 100% Pass Useful ITILFND\_V4 - ITIL 4 Foundation Interactive EBook

The infographic features the ITIL 4 Foundation logo on the left, which consists of a purple circle with a white 'Q' and the text 'ITIL 4 FOUNDATION'. To the right of the logo is a vertical list of five key highlights, each in a grey rounded rectangle with a gold number in a circle to its left. The highlights are: 1. Comprehensive Syllabus, 2. Real-world Experience, 3. Guaranteed Success, 4. High-quality Lectures, and 5. 100 % Job Assistance. At the top, the text 'ITIL v4 Certification Training in Hyderabad' is written in gold, with 'Key Highlight's' below it. At the bottom, a black bar contains the website 'www.certificationmantra.in' and a phone icon with the number '+91 9704179997'.

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The ITIL 4 Foundation certification is designed for professionals who want to gain a basic understanding of IT service management and its key concepts, principles, and practices. ITIL 4 Foundation certification is suitable for those who are new to IT service management or who want to refresh their knowledge and skills in this area. The EXIN ITILFNDv4 exam covers the core elements of ITIL 4, including the service value system, the four dimensions of service management, and the ITIL practices.

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EXIN ITILFNDv4 (ITIL 4 Foundation) Certification Exam is a valuable certification program for IT professionals and organizations who want to improve their ITSM practices and align their IT services with business objectives. It covers the key concepts, principles and practices of ITIL 4 and provides a solid foundation for further ITIL 4 certifications.

### EXIN ITIL 4 Foundation Sample Questions (Q94-Q99):

#### NEW QUESTION # 94

Which of the following statements is included in the 'improve' value chain activity's purpose?

- A. Ensure services continually meet expectations for quality, costs, and time to market
- **B. Ensure the continual improvement of practices across all value chain activities**
- C. Ensure continual engagement and good relationships with all stakeholders
- D. Ensure a shared understanding of the improvement direction for services across the organization

**Answer: B**

#### NEW QUESTION # 95

Which guiding principle considers customer and user experience?

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

**Answer: C**

#### NEW QUESTION # 96

Which phase of problem management includes analyzing incidents to look for patterns and trends?

- A. Problem control
- B. Post-implementation review
- C. Error control
- **D. Problem identification**

**Answer: D**

#### NEW QUESTION # 97

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Design controls and metrics and add them individually until all are implemented
- **B. Only add controls and metrics when they are needed**
- C. Design controls and metrics first, then remove those not adding value
- D. Only add controls and metrics that are required for compliance

**Answer: B**

#### NEW QUESTION # 98

Which describes a CORRECT approach to change authorization?

- A. Normal changes are typically implemented as service requests and authorized by the service desk
- B. Changes included in the change schedule are pre-authorized and do not need additional authorization
- **C. Normal changes should be assessed and authorized before they are deployed**
- D. Emergency changes should be authorized by as many people as possible to reduce risk

**Answer: C**

#### NEW QUESTION # 99

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