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Exam ITIL-4-Foundation Reference, Reliable ITIL-4-Foundation Exam Guide

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ITIL 4 Foundation Certification Exam is the entry-level certification in the ITIL 4 certification scheme. ITIL 4 is the latest version of the Information Technology Infrastructure Library (ITIL), a globally recognized framework for IT service management. ITIL 4 Foundation Exam certification is designed for IT professionals who want to learn about ITIL 4 and its best practices for managing IT services.

ITIL 4 Foundation Exam Sample Questions (Q91-Q96):

NEW QUESTION # 91

Which activity captures the demand for incident resolution and service requests?

- A. Service desk
- B. Service catalogue management
- C. Change control
- D. Problem management

Answer: A

NEW QUESTION # 92

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

- A. Change enablement
- B. Supplier management
- C. Relationship management
- D. Service desk

Answer: C

NEW QUESTION # 93

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

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

Answer: C

NEW QUESTION # 94

Identify the missing word in the following sentence.

A customer define is the [?] for a service and takes responsibility for the outcomes of service consumption.

- A. Requirements
- B. Suppliers
- C. products
- D. Resources

Answer: A

NEW QUESTION # 95

What is an IT asset?

- A. The removal of anything that could have a direct or indirect effect on services
- B. Any component that needs to be managed in order to deliver a service
- C. Any financially valuable component that can contribute to delivery of an IT product or service
- D. A request from a user that initiates a service action

Answer: C

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