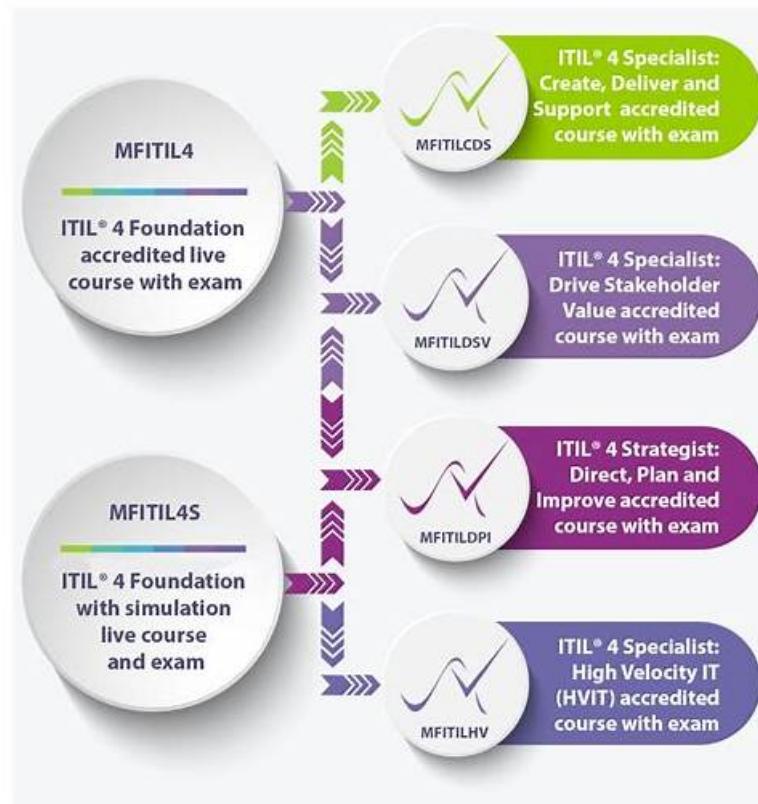


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ITIL 4 Foundation exam is an entry-level certification that provides a solid foundation for understanding the ITIL framework. It covers the four dimensions of service management, including organizations and people, information and technology, partners and suppliers, and value streams and processes. ITIL-4-Foundation exam also covers the ITIL service value system (SVS), which is the core of the ITIL framework. The SVS includes various components, such as the ITIL guiding principles, governance, service value chain, and continual improvement.

ITIL 4 Foundation exam covers a wide range of topics, including the key concepts of the ITIL service management framework, service management practices, the four dimensions of service management, and the ITIL service value system. ITIL-4-Foundation Exam is designed to test the candidate's knowledge and understanding of the ITIL 4 Foundation framework and their ability to apply it in real-world scenarios. Passing the ITIL 4 Foundation exam demonstrates that the candidate has the necessary knowledge and skills to implement and manage IT services based on the ITIL 4 Foundation framework. It is a globally recognized certification that can help individuals advance their careers in IT service management.

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ITIL 4 Foundation exam is a multiple-choice test that assesses the candidate's knowledge of ITIL 4 concepts and principles. ITIL-4-Foundation Exam consists of 40 questions, and the candidate is required to score 65% or higher to pass the exam. The duration of the exam is 60 minutes, and it can be taken online or at an accredited testing center.

ITIL 4 Foundation Exam Sample Questions (Q29-Q34):

NEW QUESTION # 29

What can be described as an operating model for the creating and management of products and services?

- A. Governance
- B. Guiding principles
- C. Practices
- D. Service value chain

Answer: D

Explanation:

Reference:

<https://www.thinkhdi.com/library/supportworld/2019/evolution-itil-new-operating-model-itil-4.aspx>

NEW QUESTION # 30

What term is used to describe the functionality of a service?

- A. Utility
- B. Warranty
- C. Output
- D. Outcome

Answer: A

Explanation:

Explanation

Utility is defined as "the functionality offered by a product or service to meet a particular need"2. Utility can be summarized as "what the service does" and can be used to determine whether a service is able to meet its intended outcomes1.

NEW QUESTION # 31

Why should incidents be prioritized?

- A. To identify which support team the incident should be escalated to
- B. To ensure that incidents with the highest business impact are resolved first
- C. To help automated matching of incidents to problems or known errors
- D. To encourage a high level of collaboration within and between teams

Answer: B

NEW QUESTION # 32

Which statement about the 'continual improvement model' is CORRECT?

- A. Organizations should work through the steps of the model in the sequence in which they are presented
- B. Organizations should use an additional model or method to link improvements to customer value
- C. The flow of the model helps organizations to link improvements to its goals
- D. The model is applicable to only certain parts of the service value system

Answer: C

NEW QUESTION # 33

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

- A. Service level management
- B. Monitoring and event management
- C. Continual improvement
- D. Service desk

Answer: A

NEW QUESTION # 34

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