

# ITIL Sample Questions Pdf & Reliable ITIL Exam Papers

## ITIL Foundation Sample Questions:

01. Which of the following is concerned with policy and direction?

- a) Capacity management
- b) Governance
- c) Service design
- d) Service level management

02. Software and technology are examples of which of the four Ps?

- a) Processes
- b) Performance
- c) Products
- d) Partners

03. Who normally chairs a change advisory board (CAB)?

- a) Change initiator
- b) Service owner
- c) Change manager
- d) Business relationship manager

04. Which process will regularly analyze incident data to identify discernable trends?

- a) Service level management
- b) Problem management
- c) Change management
- d) Event management

05. What is the MAIN reason for a service provider to understand the five aspects of service design?

- a) To prevent security breaches in mission critical services
- b) To ensure a holistic, results-driven approach

2026 Latest Pass4SureQuiz ITIL PDF Dumps and ITIL Exam Engine Free Share: [https://drive.google.com/open?id=15XaRNEMzOIta2hN\\_a4wDFmEJpf2DU9U5](https://drive.google.com/open?id=15XaRNEMzOIta2hN_a4wDFmEJpf2DU9U5)

Three versions of ITIL study materials will be offered by us. Each one has its own advantage, you can pick the proper one for yourself. We also have free demo for you, you can have a look at and decide which version you want to choose. We also have the live chat service and the live off chat service to answer all questions you have. If you failed to pass the exam, money back will be guaranteed, if you have another exam to attend, we will replace another ITIL Study Materials for you freely.

You may bear the great stress in preparing for the ITIL exam test and do not know how to relieve it. Dear, please do not worry. Pass4SureQuiz ITIL reliable study torrent will ease all your worries and give you way out. From Pass4SureQuiz, you can get the latest EXIN ITIL exam practice cram. You know, we arrange our experts to check the latest and newest information about ITIL Actual Test every day, so as to ensure the ITIL test torrent you get is the latest and valid. I think you will clear all your problems in the ITIL actual test.

>> ITIL Sample Questions Pdf <<

## ITIL Foundation (V4) valid test pdf & ITIL practice vce material & ITIL Foundation (V4) latest training test

What we provide for you is the latest and comprehensive ITIL exam dumps, the safest purchase guarantee and the immediate update of ITIL exam software. Free demo download can make you be rest assured to buy; one-year free update of ITIL Exam software after payment can assure you during your preparation for the exam. What's more, what make you be rest assured most is

that we develop the exam software which will help more candidates get ITIL exam certification.

## EXIN ITIL Foundation (V4) Sample Questions (Q379-Q384):

### NEW QUESTION # 379

Which are elements of the service value system?

- A. Service provision, service consumption, service relationship management
- **B. Governance, service value chain, practices**
- C. Customer value, stakeholder value, organization
- D. Outcomes, utility, warranty

**Answer: B**

### NEW QUESTION # 380

Which guiding principle helps to ensure that each improvement effort has more focus and is easier to maintain?

- **A. Progress iteratively with feedback**
- B. Start where you are
- C. Think and work holistically
- D. Collaborate and promote visibility

**Answer: A**

### NEW QUESTION # 381

Which of the following is one of the primary objectives of Service Strategy?

- A. To underscore the importance of services in the global economy
- **B. To provide detailed specifications for the design of IT services**
- C. To design and build processes that will meet business needs
- D. To transform Service Management into a strategic asset

**Answer: B**

### NEW QUESTION # 382

Which should be handled by 'service request management'?

- A. A request to change a target in a service level agreement
- B. A request to resolve an error in a service
- C. A request to implement a security patch
- **D. A request to provide a laptop**

**Answer: D**

Explanation:

Reference: <https://www.atlassian.com/itsm/service-request-management>

### NEW QUESTION # 383

Which is a way of applying the guiding principle 'focus on value'?

- A. Comprehending the whole, but doing something
- **B. Understanding how service consumers use services**
- C. Doing fewer things, but doing them better
- D. Recognizing the complexity of systems

**Answer: B**

