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ITIL ITIL-4-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	• Whilst At The Same Time Expand To Be Integrated To Different Areas Of Service Management And IT, From Demand To Value
Topic 2	• Key Concepts From Lean, Agile, Devops, And Why These Are Important To Deliver Business Value
Topic 3	• How ITIL Practices Described In ITIL 4 Will Maintain The Value And Importance Provided By The Current ITIL Processes
Topic 4	• A Holistic Approach To The Facilitation Of Co-Creation Of Value With Customers And Other Stakeholders In The Form Of Products And Services
Topic 5	• The Guiding Principles Of ITIL 4 • The Four Dimensions Of Service Management

ITIL 4 Foundation Exam Sample Questions (Q127-Q132):

NEW QUESTION # 127

What is a definition of a problem?

- A. A cause, or potential cause, of one or more incidents
- B. An unplanned interruption to a service, or reduction in the quality of a service
- C. Any change of state that has significance for the management of a configuration item (CI)
- D. An incident for which a full resolution is not yet available

Answer: A

NEW QUESTION # 128

What is described by the service value system?

- A. How all the components and activities of the organization work together as a system to enable value creation
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
- D. How to apply the systems approach of the guiding principle think and work holistically

Answer: A

NEW QUESTION # 129

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

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ITIL 4 Foundation exam is a certification exam that is designed to test the knowledge and understanding of IT professionals in the latest version of ITIL - ITIL 4. ITIL, or Information Technology Infrastructure Library, is a set of best practices for IT service management that focuses on aligning IT services with the needs of the business. The ITIL 4 Foundation exam is the entry-level certification for ITIL 4 and is a prerequisite for higher-level certifications in the ITIL 4 framework.

ITIL 4 Foundation certification exam comprises 40 multiple-choice questions that must be completed within 60 minutes. ITIL-4-Foundation Exam covers five modules: Service Management, Service Value System, Service Value Chain, Service Management Practices, and Key Concepts. Candidates must score at least 65% to pass the exam and earn the certification. ITIL-4-Foundation exam can be taken online or in person at an accredited testing center.

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ITIL-4-Foundation (ITIL 4 Foundation) Certification Exam is a valuable certification for anyone looking to enhance their career prospects in the IT industry. It provides a fundamental understanding of the key concepts and elements of ITIL 4 and demonstrates a candidate's ability to apply this knowledge in a practical setting. Obtaining the certification can open up job opportunities in IT service management, IT operations, and IT governance.

ITIL 4 Foundation Exam Sample Questions (Q66-Q71):

NEW QUESTION # 66

What should remain constant within an organization, even when the organization's objectives change?

- A. Guiding principles
- B. Outcomes
- C. Service offerings
- D. Outputs

Answer: A

Explanation:

<https://www.bmc.com/blogs/itil-guiding-principles/>

NEW QUESTION # 67

Which is an activity in the 'Problem control' phase of problem management?

- A. Re-assessing a known error to manage the ongoing impact.
- B. Implementing a technical fix to resolve an issue
- C. Reviewing incident records to identify trends
- D. Documenting the steps in workaround

Answer: D

Explanation:

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors. Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20services.>

NEW QUESTION # 68

What are the ITIL guiding principles used for?

- A. To ensure that an organization's performance continually meets stakeholders' expectations
- B. To direct and control an organization
- C. To identify activities that an organization must perform in order to deliver a valuable service
- D. To help an organization make good decisions

Answer: D

NEW QUESTION # 69

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

- A. A single continual improvement register should be maintained by senior management.
- **B. It is the role of senior management to authorize improvement initiatives.**
- C. Continual improvement participation should be limited to a small dedicated team.
- D. Training should be provided to those involved in continual improvement.

Answer: B

NEW QUESTION # 70

Which statement about outcomes is CORRECT?

- A. An outcome defines the amount of money spent on technology for a service
- B. Outcomes provide assurance to stakeholders on how a service performs
- **C. An outcome depends on at least one output to deliver a result**
- D. Outcomes enable products to be delivered to a stakeholder

Answer: C

Explanation:

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

* Outputs are nearly always quantitative, with data available to show whether these have been delivered.

Outputs are easy to report on and to validate. There is no grey area.

* Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

NEW QUESTION # 71

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