

# New ITIL-4-Foundation Test Testking - ITIL-4-Foundation Valid Exam Duration



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ITIL 4 Foundation Certification Exam is suitable for IT professionals who want to advance their careers in IT service management. It is also ideal for those who want to understand the ITIL 4 framework and how it can be applied in their organizations. Additionally, the certification exam is suitable for IT consultants, business managers, and students who want to enhance their knowledge of IT service management.

ITIL-4-Foundation (ITIL 4 Foundation) exam is a certification program that is designed to assess the candidate's understanding of ITIL 4 Foundation concepts and principles. ITIL, or Information Technology Infrastructure Library, is a framework that helps organizations manage their IT services effectively. The ITIL 4 Foundation course covers the basics of ITIL 4, including service management concepts, service value system, service value chain, and service management practices.

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ITIL 4 Foundation Exam covers the key concepts and terminology of ITIL 4, including the service value system, service value chain, guiding principles, and four dimensions of service management. ITIL-4-Foundation Exam also provides an understanding of the ITIL 4 service management framework and how it can be used to improve IT service delivery.

## ITIL 4 Foundation Exam Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Which service request management decisions require that policies are established?

- A. Deciding how to handle service requests where the steps are unknown
- B. Deciding which service requests require approval
- C. Deciding when workarounds should be used

- D. Deciding how degradations of service are resolved

**Answer: B**

#### **NEW QUESTION # 16**

What are the ITIL guiding principles used for?

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

**Answer: B**

#### **NEW QUESTION # 17**

Which is the FIRST thing to consider when focusing on value?

- A. Understanding what is valuable to the service consumer
- B. Ensuring value is co-created by improvement initiatives.
- **C. Identifying the service customer who will receive value**
- D. Defining customer experience and user experience

**Answer: C**

Explanation:

When focusing on value, the first step is to know who are the customers and key stakeholders being served. Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,value%20from%20the%20consumer's%20perspective.>

#### **NEW QUESTION # 18**

How does information about problems and known errors contribute to 'incident management'?

- A. It removes the need for regular customer updates
- B. It enables the reassessment of known errors
- **C. It enables quick and efficient diagnosis of incidents**
- D. It removes the need for collaboration during incident resolution

**Answer: C**

#### **NEW QUESTION # 19**

Which value chain activity is concerned with the availability of service components?

- A. Plan
- B. Deliver and support
- **C. Obtain/build**
- D. Design and transition

**Answer: C**

Explanation:

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-itil-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20activity%20is,they%20meet%20the%20agreed%20specifications.>

## NEW QUESTION # 20

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