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ITIL ITIL-4-Foundation ITIL 4 Foundation Exam



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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.

ITIL 4 Foundation exam is ideal for professionals who are interested in IT service management and want to learn about the ITIL framework. It is also suitable for individuals who are already working in IT and want to improve their knowledge and skills in this area. ITIL 4 Foundation Exam certification is recognized globally and is a valuable addition to any IT professional's resume.

## Actual ITIL ITIL-4-Foundation Exam Questions – Smart Strategy to Get Certified

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ITIL-4-Foundation (ITIL 4 Foundation) is an entry-level certification exam that is designed to test the foundational knowledge of IT service management practices as per the ITIL 4 framework. The ITIL 4 Foundation exam is aimed at professionals who are new to IT service management or those who are looking to expand their knowledge and understanding of ITIL 4 concepts and principles. The ITIL 4 Foundation certification is a globally recognized credential that demonstrates an individual's understanding of ITIL 4 practices and how they can be applied in an organization.

### ITIL 4 Foundation Exam Sample Questions (Q113-Q118):

#### NEW QUESTION # 113

Identify the missing word(s) in the following sentence.

The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

- A. IT assets
- **B. known errors**
- C. charges
- D. events

**Answer: B**

#### NEW QUESTION # 114

Which does the ITIL service value system discourage?

- A. Organizational agility
- **B. Organizational silos**
- C. Interfaces among practices
- D. Coordinated authorities and responsibilities

**Answer: B**

Explanation:

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

Reference: <https://www.bmc.com/blogs/itil-service-value-system/>

#### NEW QUESTION # 115

A good way to apply the ITIL guiding principle 'keep it simple and practical' is to:

- A. Re-use nothing from the current state
- B. Understand that fast does not mean incomplete
- **C. Adopt a practice which is easy to follow**
- D. Communicate so that the audience will hear

**Answer: C**

Explanation:

The ITIL guiding principle 'keep it simple and practical' advises organizations to use the minimum number of steps and resources needed to accomplish an objective<sup>1</sup>. A good way to apply this principle is to adopt a practice which is easy to follow, understand, and communicate<sup>2</sup>. This helps to avoid unnecessary complexity, bureaucracy, and duplication<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 7; ITIL 4 - A Pocket Guide, page 25; ITIL 4 Practice Guide: Keep It Simple and Practical, page 9.

#### NEW QUESTION # 116

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. Defining customer experience and user experience
- D. Identifying the service customer who will receive value

**Answer: D**

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

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#### NEW QUESTION # 117

Which service value chain activity deals with the purchase of new products?

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

**Answer: A**

Explanation:

Explanation

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

Plan

Engage

Design and Transition

Obtain/Build

Deliver and Support

Improve

<https://www.bmc.com/blogs/itil-service-value-chain/>

#### NEW QUESTION # 118

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