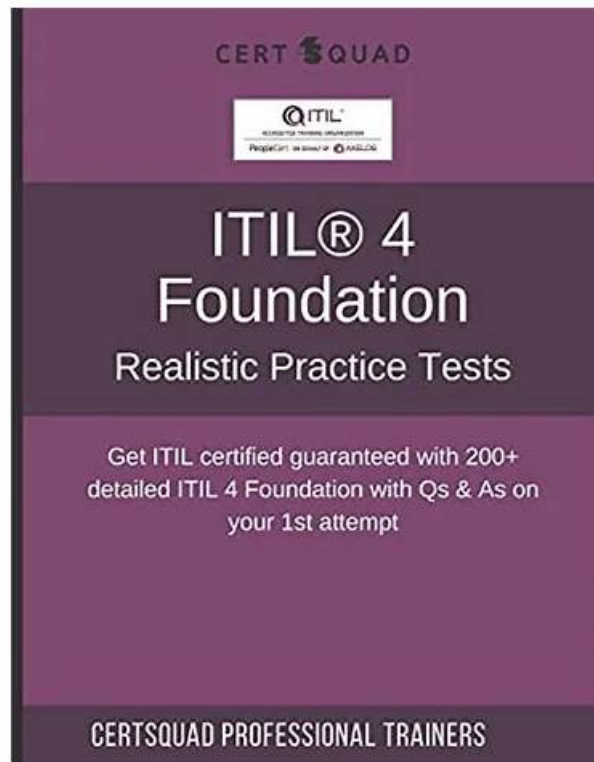


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All contents are being explicit to make you have explicit understanding of this exam. Some people slide over ticklish question habitually, but the experts help you get clear about them and no more hiding anymore. Their contribution is praised for their purview is unlimited. None cryptic contents in ITIL-4-Foundation practice materials you may encounter.

ITIL 4 Foundation Exam is ideal for IT professionals who are looking to improve their knowledge and skills in IT service management. It is also suitable for individuals who are new to ITIL and want to gain a foundational understanding of the framework. Passing the ITIL 4 Foundation Exam is a prerequisite for higher-level ITIL certifications, such as ITIL 4 Managing Professional and ITIL 4 Strategic Leader. This makes it an essential certification for anyone looking to advance their career in IT service management.

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

NEW QUESTION # 15

Which service value chain activity relates with buying new products?

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

Answer: C

Explanation:

Obtain/build is one of the six activities of the service value chain, which is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization¹. Obtain/build activity relates with buying new products, as well as designing, developing, and testing new or changed service components². This activity ensures that service components are available when and where they are needed and meet agreed specifications³. References: ITIL Foundation - ITIL 4 Edition, page 10; ITIL 4 - A Pocket Guide, page 21; ITIL 4 Practice Guide: Service Value Chain, page 9.

NEW QUESTION # 16

Which statement about the 'incident management' practice is CORRECT?

- A. It identifies the cause of major incidents.
- B. It maintains detailed procedures for diagnosing incidents.
- C. It authorizes changes to resolve incidents.
- D. It resolves the highest impact incidents first.

Answer: D

Explanation:

Reference: <https://www.bmc.com/blogs/itil-incident-management/>

NEW QUESTION # 17

What is the reason for using a balanced bundle of service metrics?

- A. It reduces the number of metrics that need to be collected
- B. It reports each service element separately
- C. It provides an outcome-based view of services
- D. It facilitates the automatic collection of metrics

Answer: C

NEW QUESTION # 18

What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Managing workarounds and known errors
- C. Maximizing the number of successful changes
- D. Reducing the number and impact of incidents

Answer: B

NEW QUESTION # 19

Which of the following is an example of workaround?

- A. Server memory is increased when the server is unresponsive

- B. A server is restarted to resolve an incident
- C. A defective network switch is replaced with a new one
- D. An email server is restored after an incident is reported

Answer: B

NEW QUESTION # 20

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