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The ITIL-4-Foundation exam is designed to test candidates' understanding of the ITIL-4 Framework, its principles, concepts, and practices. It covers the key components of the ITIL service value system, including service value chain, guiding principles, governance, and continuous improvement. ITIL-4-Foundation exam also evaluates candidates' knowledge of the different ITIL practices, such as incident management, change management, problem management, service desk, and service level management.

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ITIL 4 Foundation certification exam is ideal for IT professionals who are involved in the delivery of IT services or those who are interested in expanding their knowledge of IT service management. It is also suitable for individuals who are responsible for IT infrastructure, operations, or service management. ITIL 4 Foundation Exam certification provides a solid foundation for individuals who wish to pursue further certifications in the ITIL 4 certification path.

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ITIL 4 Foundation Certification Exam is a globally recognized certification that is designed for IT service management professionals. It focuses on the latest version of the IT Infrastructure Library (ITIL) framework, which is widely used by businesses to manage their IT services. ITIL 4 Foundation Exam certification exam tests the knowledge and understanding of candidates about the ITIL 4 framework, its principles, and practices. ITIL-4-Foundation Exam is an entry-level certification that provides a solid foundation for individuals who want to pursue a career in IT service management.

ITIL 4 Foundation Exam Sample Questions (Q78-Q83):

NEW QUESTION # 78

What should a release policy include?

- A. The process owner and process manager for each type of release
- B. The naming convention for all configuration items (CI) recorded in the configuration management system (CMS)
- **C. The naming convention and expected frequency of each type of release**
- D. The roles and responsibilities for incident and problem resolution

Answer: C

NEW QUESTION # 79

Which practice is responsible for moving new or changed components to live or other environments?

- **A. Deployment management**
- B. Supplier management
- C. Release management
- D. Change enablement

Answer: A

Explanation:

Reference: <https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed>

NEW QUESTION # 80

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should be based on system-based metrics which are useful to the service provider
- B. They should be carried forward, unchanged, from one year to the next to enable consistent service
- C. They should avoid ambiguous targets such as those relating to user experience
- **D. They should be written using language and terms which all parties will understand**

Answer: D

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

* They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

* They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

* They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

* They must be simply written and easy to understand and use for all parties.

<https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20>

(SLAs) Some of the key requirements, and not simply operational metrics.

NEW QUESTION # 81

What is the purpose of the 'information security management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To observe services and service components
- C. To plan and manage the full lifecycle of all IT assets
- D. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

Answer: A

NEW QUESTION # 82

A good way to apply the ITIL guiding principle 'focus on value' is to:

- A. Understand why services are used by service consumers
- B. Do less tasks but in a better way with higher quality
- C. Be aware of system complexity
- D. Understand the whole, but do something

Answer: A

Explanation:

The ITIL guiding principle 'focus on value' states that everything an organization does should link back, directly or indirectly, to value for itself, its customers, and other stakeholders¹. A good way to apply this principle is to understand why services are used by service consumers, what outcomes they enable, and how they contribute to value creation². This helps to align the service provider's activities and resources with the needs and preferences of the service consumers³. Reference: ITIL Foundation - ITIL 4 Edition, page 6; ITIL 4 - A Pocket Guide, page 24; ITIL 4 Practice Guide: Focus on Value, page 9.

NEW QUESTION # 83

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