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The ITIL 4 framework is designed to help organizations align their IT services with the needs of their business, and the ITILFNDv4 Exam covers the key concepts, principles and practices of the framework. ITILFNDv4 exam is designed to test the candidate's understanding of the ITIL 4 framework and their ability to apply its concepts and principles to real-world situations. ITIL 4 Foundation certification exam covers topics such as Service Management concepts, Service Value System, Service Value Chain, Service Management practices, and key ITIL 4 practices such as Incident Management, Service Request Management, and Change Management.

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The ITILFNDv4 Certification is ideal for IT professionals who are new to ITIL or who want to update their knowledge and skills to ITIL 4. It is also suitable for IT managers, business managers, and anyone who is involved in the delivery and support of IT services. ITIL 4 Foundation certification provides a solid foundation for further ITIL 4 certifications, such as the ITIL Managing Professional (MP) and ITIL Strategic Leader (SL) certifications.

EXIN ITIL 4 Foundation Sample Questions (Q374-Q379):

NEW QUESTION # 374

How should an organization prioritize incidents?

- A. Ask the user for their preferred resolution timeframe
- B. Assess the availability of the appropriate support team
- **C. Use an agreed classification which is based on the business impact of the incident**
- D. Create an order of incidents based on the dates and times when they were logged

Answer: C

NEW QUESTION # 375

Which statement about managing incidents is CORRECT?

- A. Low impact incidents should be resolved efficiently, making logging unnecessary
- B. Incidents with the lowest impact should be resolved first
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. The 'incident management' practice should use a single process regardless of the impact of the incident

Answer: C

NEW QUESTION # 376

Which of the four dimensions includes the knowledge bases needed to deliver and manage services?

- A. Value streams and processes
- B. Organizations and people
- C. Partners and suppliers
- D. Information and technology

Answer: D

NEW QUESTION # 377

Which is a use of the change schedule?

- A. Creating change models
- B. Deciding the approval authority for changes
- C. Assigning resources to changes
- D. Automating the change process

Answer: C

NEW QUESTION # 378

When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

- A. Improvement plans
- B. Assessment results
- C. KPI reports
- D. Business objectives

Answer: B

NEW QUESTION # 379

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