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ITIL v4 Foundation
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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.

>> **Positive ITIL-4-Foundation Feedback** <<

ITIL - ITIL-4-Foundation - Updated Positive ITIL 4 Foundation Exam Feedback

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ITIL 4 Foundation certification exam covers various topics such as the key concepts of service management, the four dimensions of service management, the ITIL service value system, and the value chain activities. ITIL-4-Foundation course is designed to help professionals understand how to align business objectives with IT requirements, develop effective IT governance strategies, and deliver customer-centric services. ITIL 4 Foundation Exam certification exam is designed to assess the candidate's understanding of these key concepts and principles.

ITIL 4 Foundation exam is designed to assess the candidate's knowledge and understanding of ITIL 4. ITIL-4-Foundation Exam consists of 40 multiple-choice questions, and the candidate must score at least 65% to pass the exam. ITIL-4-Foundation exam duration is 60 minutes, and it can be taken online or at a testing center. Once certified, IT professionals can demonstrate their understanding of the ITIL framework and how it can be used to improve IT service delivery. ITIL 4 Foundation certification is an essential qualification for IT professionals who want to improve their knowledge and skills in IT service management.

ITIL 4 Foundation Exam Sample Questions (Q85-Q90):

NEW QUESTION # 85

Which activity is NOT recommended by the start where you are' guiding principle?

- A. Using source data to avoid any unintentional data distortion found in reports
- B. Involving people who are not familiar with a service when observing and assessing its activities
- C. Applying risk management when considering to introduce new processes
- D. Discarding existing processes before assessing their usefulness

Answer: D

Explanation:

Don't start from scratch and build something new without considering what you already have. It's almost always better to improve what you currently have than to throw it all away and start again, although you must also be able to recognise when a complete replacement is, in fact, needed.

Not only is this approach less wasteful than starting from scratch - because it preserves value that you already have - but it also helps you to keep your people on board. They're much more likely to support the changes you need if their previous contributions have been appropriately valued.

Don't rely on metrics and reports to tell you what the current situation is. When you carry out an assessment you should observe what is happening for yourself, and just use the metrics to support your observations.

<https://www.sysaid.com/blog/itil/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions>

NEW QUESTION # 86

What is typically needed to assign complex incidents to support groups?

- A. The incident category
- B. A change schedule
- C. A self-help tool
- D. The incident priority

Answer: A

NEW QUESTION # 87

Which guiding principle considers the importance of customer loyalty?

- A. Focus on value
- B. Progress iteratively with feedback
- C. Start where you are
- D. Optimize and automate

Answer: A

NEW QUESTION # 88

Which practice ensures that a variety of access channels are available for users to report issues?

- A. Service desk
- B. Service level management
- C. Change enablement
- D. Incident management

Answer: A

Explanation:

Explanation

Service desks provide a variety of channels for access including:

Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.

Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.

Chat, through live chat and chatbots.

Email for logging and updating, and for follow-up surveys and confirmations.

Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence), Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.

Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.

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

NEW QUESTION # 89

Which guiding principle recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be?

- A. Focus on value
- B. Start where you are
- C. Think and work holistically
- **D. Optimize and automate**

Answer: D

NEW QUESTION # 90

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