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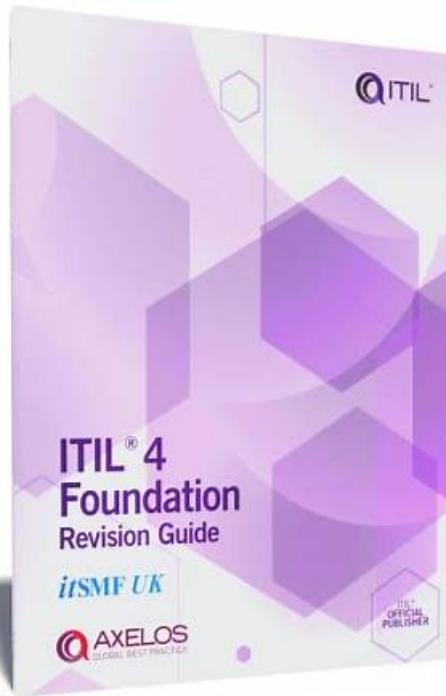
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ITIL 4 Foundation certification exam is ideal for individuals who are starting their career in IT service management or for those who want to upgrade their existing ITIL knowledge and skills. ITIL 4 Foundation Exam certification exam covers a range of topics, including service management concepts, the ITIL service value system, service value chain activities, and ITIL practices. ITIL 4 Foundation Exam certification exam is intended to validate the candidate's knowledge and understanding of IT service management practices and their ability to apply them in real-world scenarios. By obtaining the ITIL 4 Foundation certification, professionals can demonstrate their commitment to their profession and enhance their career prospects by opening up opportunities for higher-level ITIL certifications.

ITIL-4-Foundation (ITIL 4 Foundation) Exam is an essential certification program for IT professionals who are involved in IT Service Management. The program provides a comprehensive understanding of the latest version of the ITIL framework and covers the key concepts, principles, and practices that are essential for effective ITSM. ITIL 4 Foundation Exam certification is globally recognized and is administered by AXELOS, making it a valuable credential for professionals worldwide.

ITIL 4 Foundation certification exam is designed to equip participants with the knowledge and skills to manage IT services effectively, thereby improving the overall performance of their organization. ITIL 4 Foundation Exam certification is also beneficial for professionals who want to enhance their career prospects in the ITSM field. The ITIL 4 Foundation certification is a prerequisite

for higher-level ITIL 4 certifications, such as the ITIL 4 Managing Professional and ITIL 4 Strategic Leader certifications.

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ITIL 4 Foundation Exam Sample Questions (Q28-Q33):

NEW QUESTION # 28
Which is a risk that might be removed from a service consumer by an IT service?

- A. Service provider ceasing to trade
- B. Security breach
- C. Cost of purchasing servers
- D. Failure of server hardware

Answer: B

NEW QUESTION # 29
Identify the missing word in the following sentence.
A user is [?] that uses services.

- A. a supplier
- B. an organization
- C. a team
- D. a role

Answer: D

NEW QUESTION # 30
Which facilitates outcomes that customers want to achieve?

- A. Service
- B. Warranty
- C. Organization
- D. IT asset

Answer: A

Explanation:
ITIL 4 defines a service as:
A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.
The key phrase in the question is "facilitates outcomes that customers want to achieve", which is directly part of the definition of a service in ITIL 4.
Therefore, the correct answer is A. Service.
Why the other options are incorrect:
* B. WarrantyWarranty is one of the two aspects of value (warranty and utility). It relates to how the service performs (availability, capacity, continuity, security), but warranty alone does not 'facilitate outcomes' - it describes assurance about performance.
* C. OrganizationAn organization is a person or group of people with functions and responsibilities, authorities and relationships. Organizations provide and consume services, but the concept that

"facilitates outcomes" is specifically the service.
* D. IT assetIT assets (hardware, software, etc.) are components that support services and are financially valuable, but on their own they do not "facilitate outcomes that customers want to achieve" - that is done through services built from these assets.
References (Aligned with ITIL 4 Foundation concepts)
* ITIL 4 Foundation: Definition of service
* ITIL 4 Foundation: Key concepts of value, outputs, outcomes, utility, and warranty

NEW QUESTION # 31
Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- A. Service desk
- B. Service request management
- C. Continual management
- D. Problem management

Answer: A

Explanation:
"Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.
https://www.servicedeskinstitute.com/the-case-for-itil4-foundation-service-desk-analyst-training/#:~:text=%E2%

NEW QUESTION # 32
Which phase of problem management includes analysing incidents to look for patterns and trends?

- A. Post-implementation review
- B. Error control
- C. Problem control
- D. Problem identification

Answer: D

NEW QUESTION # 33
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