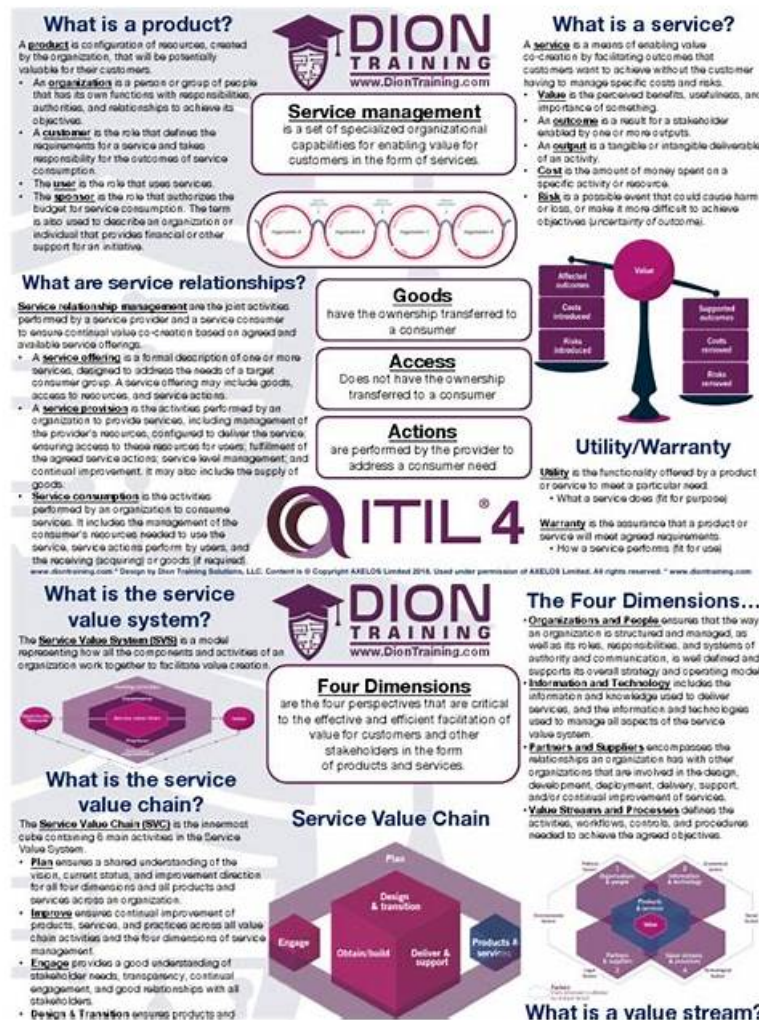# ITIL-4-Foundation Training Pdf Material & ITIL-4-Foundation Latest Study Material & ITIL-4-Foundation Test Practice Vce

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ITIL (Information Technology Infrastructure Library) is a globally recognized framework that provides guidance on IT service management (ITSM) best practices. ITIL practices help organizations to align their IT services with their business goals, improve service quality, and increase customer satisfaction. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 certification scheme. It is designed to provide a comprehensive understanding of the ITIL 4 framework and its key concepts.

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ITIL 4 Foundation Exam Sample Questions (Q82-Q87):

NEW QUESTION # 82
What is defined as any component that needs to be managed in order to deliver an IT service?

- **A. A configuration item (CI)**
- B. An IT asset
- C. An incident
- D. A service request

Answer: A

NEW QUESTION # 83
What is the MOST important reason for prioritizing incidents?

- A. To provide links to related changes and known errors
- B. To help information-sharing are learning
- **C. To ensure that incidents with highest impact are resolved first**
- D. To ensure that user expectations are realistic

Answer: C

NEW QUESTION # 84
Which statement about the 'four Ps' of service design is CORRECT?

- **A. Partners refers to suppliers and vendors**
- B. Products refers to producers and metrics
- C. People refers to technology and tools
- D. Processes refers to skill and training

Answer: A

Explanation:
Explanation
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NEW QUESTION # 85
Identify the missing word in the following sentence.
Sponsor is the role that authorizes budget for service [?)

- **A. consumption**
- B. management
- C. value
- D. provision

Answer: A

Explanation:
Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager
https://www.bmc.com/blogs/itil-key-concepts-service-
management/#:~:text=Sponsor%3A%20A%20person%20who%20authorizes,%3B%20e.g.%2C%20the%20Finance%20Manager.

NEW QUESTION # 86

Which is a purpose of release management?

- A. To make new and changed services available for use
- B. To move hardware and software to live environments
- C. To handle user-initiated service requests
- D. To protect the organization's information

Answer: A

NEW QUESTION # 87

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