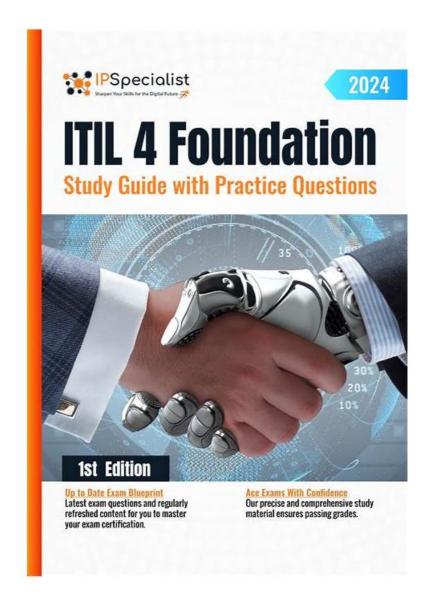
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ITIL 4 Foundation Exam is designed to test a candidate's knowledge of the ITIL framework, including its key concepts, principles, and practices. It covers a range of topics, including service management, service value system, service value chain, and guiding principles. ITIL-4-Foundation Exam is intended to provide a basic understanding of ITIL 4 and its role in IT service management.

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Obtaining the ITIL 4 Foundation certification demonstrates an individual's understanding of the ITIL framework and their ability to apply ITIL principles in their work. It also provides a foundation for further ITIL 4 certifications, including the ITIL 4 Managing Professional and ITIL 4 Strategic Leader certifications. With the increasing demand for IT service management professionals, the ITIL 4 Foundation certification can enhance an individual's career prospects and contribute to organizational success.

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

NEW QUESTION #85

Which TWO of the following are considerations of change enablement?

- 1. Managing the people aspects of change
- 2. Ensuring that organizational transformations are successful
- 3. Maximizing the number of successful service changes
- 4. Ensuring that changes are properly assessed
 - A. 3 and 4
 - B. 2 and 3
 - C. 1 and2
 - D. 1 and 4

Answer: C

NEW QUESTION #86

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Management policy for business case creation
- C. Risk analysis and management approach
- D. Corporate governance and policy

Answer: A

NEW QUESTION #87

Which ITIL 4 practice explicitly promotes the use of techniques like SWOT analysis, balanced scorecard, Lean, and Six Sigma to identify improvement opportunities and align services with changing business needs?

- A. Service request management
- B. Continual improvement
- C. Change enablement
- D. Incident management

Answer: B

Explanation:

In ITIL 4, the continual improvement practice is focused on aligning the organization's services, practices, and all elements of the service value system with changing business needs by identifying and making improvements on an ongoing basis.

ITIL 4 explicitly mentions that, to support continual improvement, organizations can use and build competencies in a variety of methods and techniques, such as:

- * SWOT analysis (strengths, weaknesses, opportunities, and threats)
- * Balanced scorecard
- * Lean, Six Sigma, and other improvement and measurement tools

The guidance explains that such techniques help organizations to evaluate current performance, identify improvement opportunities, and measure progress. This is directly linked to the continual improvement practice.

Why the other options are not correct:

* A. Incident managementFocuses on managing incidents and restoring service quickly. While it may use some analysis tools, it is not the practice that explicitly promotes SWOT or balanced scorecards as general organizational competencies.

- * C. Service request managementManages user requests for services (like access, information, or standard changes). Its focus is on handling requests efficiently, not on strategic improvement techniques.
- * D. Change enablementEnsures that changes are properly assessed and authorized. It may use risk and impact assessment methods, but the explicit recommendation to develop skills in SWOT and balanced scorecard belongs to continual improvement. Therefore, B. Continual improvement is the correct option.

References (ITIL 4 Foundation):

- * ITIL Foundation: ITIL 4 Edition Continual improvement practice (purpose, key activities, and methods)
- * ITIL Foundation: ITIL 4 Edition Mention of SWOT analysis, balanced scorecard, and other improvement techniques as supporting tools for continual improvement

NEW QUESTION #88

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

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

Answer: A

Explanation:

Explanation

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders. https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management

NEW QUESTION #89

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

- A. Information and technology
- B. Value streams and processes

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).

https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-itil-4

• C. Partners and suppliers

Foundation Questions

• D. Organizations and people

Answer: A

NEW QUESTION #90

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