

# Introducing TopExamCollection: Your Path to ITIL-Foundation Success



It is worth mentioning that, the simulation test is available in our software version. With the simulation test, all of our customers will get accustomed to the ITIL-Foundation exam easily, and get rid of bad habits, which may influence your performance in the real ITIL-Foundation exam. In addition, the mode of ITIL-Foundation learning guide questions and answers is the most effective for you to remember the key points. During your practice process, the ITIL-Foundation test questions would be absorbed, which is time-saving and high-efficient.

ITIL-Foundation certification exam is a two-hour exam that consists of 40 multiple-choice questions. ITIL-Foundation Exam is designed to test the candidate's knowledge of ITIL concepts and practices, and to ensure that they have a solid understanding of IT service management. ITIL-Foundation exam covers the five core ITIL books, which include Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

ITIL Foundation Certification Exam is open to anyone who is interested in IT Service Management, regardless of their level of experience or job role. However, it is recommended that candidates have some basic knowledge of IT Service Management before taking the exam. Candidates who pass the ITIL Foundation Certification Exam will receive a certificate that is valid for life.

>> Exam ITIL-Foundation Tutorial <<

## New ITIL-Foundation Study Guide, Reliable ITIL-Foundation Test Labs

The TopExamCollection acknowledges that ITIL aspirants are continuously juggling a couple of responsibilities, so ITIL-Foundation questions are ideal for short practise. Candidates can access those questions everywhere and at any time, the usage of any clever device, which allows them to examine at their very own tempo. The ITIL-Foundation Questions are portable and you can also print them.

## ITIL Foundation Certification - IT Service Management Sample Questions (Q72-Q77):

### NEW QUESTION # 72

Which statement BEST represents the guidance on incident logging?

- A. The service desk decide which incidents to log
- B. Only incidents reported to the service desk can be logged
- C. Incidents must only be logged if a resolution is not immediately available
- **D. All incidents must be fully logged**

**Answer: D**

### NEW QUESTION # 73

Which of the following should be considered when designing measurement systems, methods and metrics?

1. The services
2. The architectures
3. The configuration items
4. The processes

- A. All of the above
- B. 1 and 3 only
- C. 2 and 4 only
- D. 2 and 3 only

**Answer: A**

#### **NEW QUESTION # 74**

Which of the following are basic concepts used in access management?

- A. Rights, access, identity, directory services, service/service components
- B. Physical, personnel, network, emergency, service
- C. Normal, temporary, emergency, personal, group
- D. Personnel, electronic, network, emergency, identity

**Answer: A**

#### **NEW QUESTION # 75**

Which of the following service desk organizational structures are described in service operation?

1. Local service desk
2. Virtual service desk
3. IT help desk
4. Follow the sun

- A. 1, 2 and 3 only
- B. 1, 2 and 4 only
- C. 1, 3 and 4 only
- D. 2, 3 and 4 only

**Answer: B**

#### **NEW QUESTION # 76**

What does the continual service improvement (CSI) approach enable a business to achieve?

- A. It keeps the communication going within the business.
- B. It dictates the way the business interacts with external suppliers.
- C. It helps the business in making decisions on improvement initiatives.
- D. It helps the stakeholders understand their customers.

**Answer: D**

#### **NEW QUESTION # 77**

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