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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.

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Both practice tests simulate the ITIL ITIL-4-Foundation real exam environment and produce results of your attempts on the spot. In this way, you will be able to not only evaluate your progress but also overcome mistakes before the ITIL-4-Foundation actual examination. Windows computers support the ITIL 4 Foundation Exam ITIL-4-Foundation desktop practice exam software. The ITIL 4 Foundation Exam ITIL-4-Foundation web-based practice test needs an active internet connection.

ITIL 4 Foundation certification exam covers a wide range of topics related to IT service management, including service value system, service management practices, key concepts, and terminology. It is a multiple-choice exam that consists of 40 questions, and the candidates are given 60 minutes to complete it. The passing score for ITIL-4-Foundation Exam is 65%, and the results are available immediately after the exam.

ITIL 4 Foundation Exam Sample Questions (Q96-Q101):

NEW QUESTION # 96

Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. detailed procedures
- B. a dedicated team
- C. a value chain activity
- D. a formal process

Answer: A

NEW QUESTION # 97

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

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

Answer: C

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.servicedeskintstitute.com/the-case-for-iti4-foundation-service-desk-analyst-training/#:~:text=%E2%80%9CService%20desk%20staff%20require%20training,effective%20communication%2C%20and%20emotional%20intelligence.>

NEW QUESTION # 98

Which practice may involve the initiation of disaster recovery?

- A. IT asset management
- B. Service level management
- C. Incident management
- D. Service request management

Answer: C

NEW QUESTION # 99

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

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

Answer: C

Explanation:

Explanation

Value Streams & Processes

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives. What matters in service management is that an organization establishes an operating model that that effectively organizes the key activities needed to manage products and services.

Value streams

A value stream is defined as a series of steps an organization undertakes to create and deliver products and services to consumers.

Structuring the organization's service and product portfolios around value streams allows it to have a clear picture of what it delivers and how, and to make continual improvements to its services. By mapping its value streams, an organization can identify what is critical, what introduces waste and what can be improved upon.

Processes

A process is defined as a set of interrelated or interacting activities that transform inputs into outputs.

Processes define the sequence of actions and their dependencies, as well as describe what is done to accomplish an objective. Processes are underpinned by policies and can be broken down further through procedures which outline what is done, when, and by whom.

<https://www.bmc.com/blogs/iti4-four-dimensions-service-management/>

NEW QUESTION # 100

What is a cause, or potential cause, of one or more incidents?

- A. A workaround
- B. A problem
- C. A configuration item
- D. An incident

Answer: B

NEW QUESTION # 101

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