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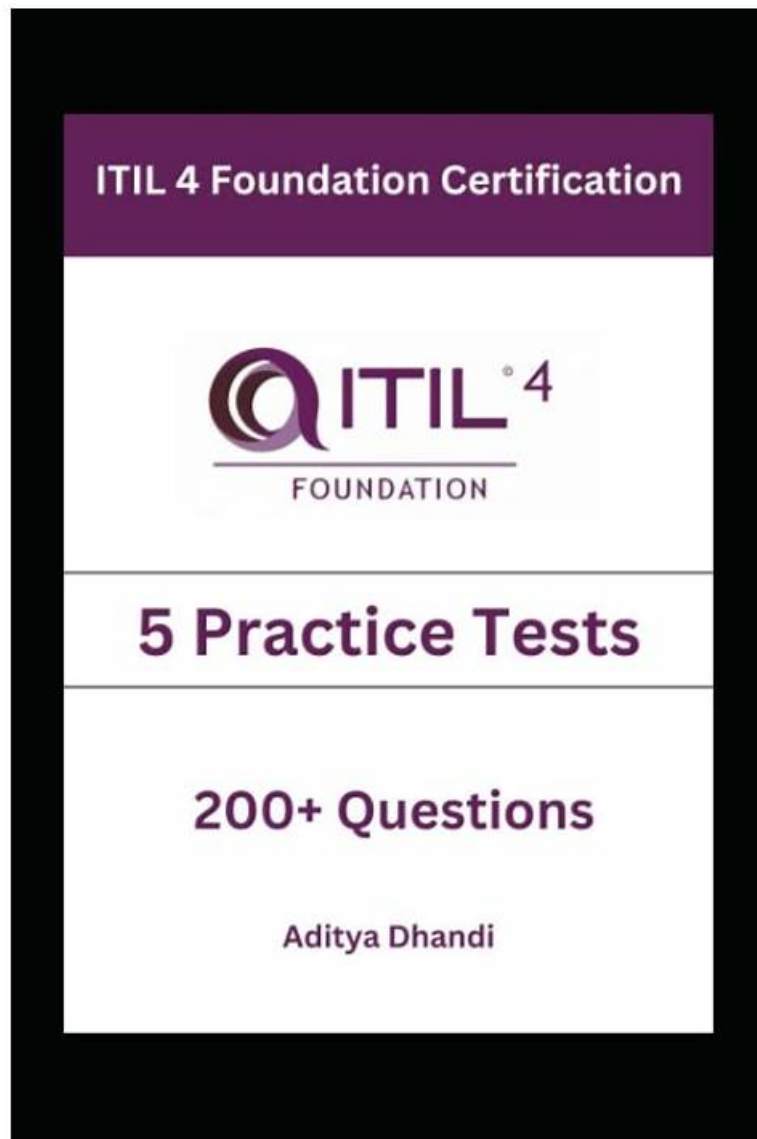
Because the ITIL 4 Foundation Exam (ITIL-4-Foundation) practice exams create an environment similar to the real test for its customer so they can feel themselves in the ITIL 4 Foundation Exam (ITIL-4-Foundation) real test center. This specification helps them to remove ITIL 4 Foundation Exam (ITIL-4-Foundation) exam fear and attempt the final test confidently.

ITIL is a globally recognized framework for IT service management. It is widely used by companies and organizations to manage their IT services efficiently and effectively. ITIL 4 is the latest version of this framework, and it offers a comprehensive approach to IT service management. The ITIL 4 Foundation Exam is the entry-level certification exam for IT professionals who want to learn about ITIL 4 and become certified in the framework.

ITIL 4 Foundation Exam covers a wide range of topics related to the ITIL 4 framework, including the four dimensions of service management, the service value system, service value chain activities, and the guiding principles of ITIL 4. ITIL-4-Foundation Exam is designed to test candidates on their understanding of the key concepts and principles of ITIL 4 and their ability to apply them in real-world scenarios.

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ITIL 4 Foundation Certification Exam is a must-have certification for IT professionals who want to develop their skills and knowledge in IT service management. It provides a comprehensive understanding of the ITIL 4 framework and its key concepts, which are essential for organizations that want to improve their IT services and align them with their business goals and objectives.

ITIL 4 Foundation Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71
When is the earliest that a workaround can be documented in 'problem management'?

- A. After the problem has been analyzed
- B. After the problem has been prioritized
- C. After the problem has been logged
- D. After the problem has been resolved

Answer: A

NEW QUESTION # 72
Which will NOT be handled as a service request?

- A. The degradation of a service
- B. The replacement of a toner cartridge
- C. A complaint about a support team
- D. The provision of a laptop

Answer: A

NEW QUESTION # 73
What is defined as "the role that uses services?

- A. Customer
- B. Sponsor
- C. User
- D. Service consumer

Answer: C

Explanation:
User: A person who uses services; e.g. the company employees.
https://www.bmc.com/blogs/itil-key-concepts-service-management/

NEW QUESTION # 74
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. Continual improvement
- B. Service request management

- C. Incident management
- D. Change enablement

Answer: A

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 # 75
Which practice forms a link between the service provider and the users of services?

- A. Problem management
- B. Service desk
- C. Change enablement
- D. Service level management

Answer: B

NEW QUESTION # 76
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