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2026 VCESoft最新的ITIL-4-Foundation PDF版考試題庫和ITIL-4-Foundation考試問題和答案免費分享: https://drive.google.com/open?id=1ovEdIwqpT_ZrXnE6044ZDMVkw8DczrJz

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ITIL 4基金會認證考試涵蓋了與IT服務管理有關的廣泛主題,包括服務價值系統,服務管理實踐,關鍵概念和術語。這是一項多項選擇考試,由40個問題組成,候選人有60分鐘的時間完成。這項考試的通過分數為65%,結果在考試後立即獲得。

>> ITIL-4-Foundation考試備考經驗 <<

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ITIL 4 Foundation考試是面向新進IT服務管理人員或需要了解最新版本ITIL的IT專業人士設計的考試。此考試也適用於有興趣追求更高級ITIL認證的專業人士,例如ITIL管理專業職稱或ITIL戰略領袖職稱。ITIL 4 Foundation認證是這些高級認證的前提條件。

ITIL-4-Foundation (ITIL 4 Foundation) 認證考試是全球公認的專業人士想要專攻IT服務管理(ITSM)的認證。ITIL代表信息技術基礎設施圖書館,是提供有效IT服務管理指導的框架。ITIL 4 Foundation認證是ITIL 4認證方案中的入門級認證,涵蓋ITIL 4概念和術語的基礎知識。

最新的ITIL 4 ITIL-4-Foundation 免費考試真題 (Q46-Q51):

問題 #46

Which value chain activity is concerned with the availability of service components?

- A. Design and transition
- **B. Obtain/build**
- C. Plan
- D. Deliver and support

答案: B

解題說明：

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

<https://www.beyond20.com/blog/what-is-the-iti-4-service-value-chain/#:~:text=The%20Obtain%2FBuild%20ac>

問題 #47

Which is the purpose of the 'monitoring and event management' practice?

- A. To systematically observe services and service components, and record and report selected changes of state
- B. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
- C. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- D. To protect the information needed by the organization to conduct its business

答案： A

問題 #48

Which is a description of service provision?

- A. Activities that an organization performs to deliver services
- B. Cooperation between two organizations to ensure that a service delivers value
- C. A way to help create value by facilitating outcomes that service consumers need
- D. A formal description of one or more services, designed to address the needs of a service consumer

答案： A

解題說明：

Explanation

The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.

The SVS is made up of specific inputs, elements, and outputs relevant to service management. The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services.

Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization.

Demand refers to need or desire for products and services among internal and external consumers.

<https://www.bmc.com/blogs/itil-service-value-system/>

問題 #49

Which dimension of service management includes consideration of the type of relationship required with other organizations involved in the design and delivery of services?

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

答案： A

問題 #50

Which guiding principle says that services and processes should NOT provide a solution for every exception?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Collaborate and promote visibility
- D. Optimize and automate

答案： A

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