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ITIL-4-Foundation (ITIL 4 Foundation) Certification Exam is designed to test the knowledge of individuals who want to demonstrate their understanding of the ITIL 4 framework. ITIL stands for Information Technology Infrastructure Library, and it is a popular framework used by organizations to manage their IT services effectively. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 framework and is ideal for those who are new to ITIL and want to learn about its fundamental concepts.

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.

ITIL 4 Foundation certification exam covers the fundamental concepts of ITSM, including the service value system (SVS), the four

dimensions of service management, and the ITIL service value chain. ITIL-4-Foundation exam also covers the key elements of ITIL 4 practices, such as incident management, problem management, service request management, and change management. The ITIL 4 Foundation certification is a prerequisite for higher-level ITIL 4 certifications, such as ITIL 4 Managing Professional and ITIL 4 Strategic Leader.

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ITIL 4 Foundation Exam Sample Questions (Q38-Q43):

NEW QUESTION # 38
Which statement about a continual improvement register (CIR)' is TRUE?

- A. Used to help plan changes, assist in communication avoid conflicts and assign resources
- B. Used to track and manage improvement ideas from identification through to final action
- C. Used to provide a formal description of one or more services designed to address the needs of a target consumer group
- D. Used to select the right method, model or technique for identifying improvements

Answer: B

Explanation:
The continual improvement practice aligns the organization's practices and services with changing business needs through the ongoing identification and improvement of services, service components, practices, or any element involved in the efficient and effective management of products and services1. A continual improvement register (CIR) is a tool used to track and manage improvement ideas from identification through to final action2. It helps to prioritize, monitor, and communicate the status of improvement initiatives3. The other statements are not true because:
Used to help plan changes, assist in communication avoid conflicts and assign resources: This describes the purpose of a change schedule, which is a tool used by the change enablement practice2.
Used to select the right method, model or technique for identifying improvements: This describes the purpose of a continual improvement model (CIM), which is a tool used by the continual improvement practice2.
Used to provide a formal description of one or more services designed to address the needs of a target consumer group: This describes the purpose of a service offering, which is an output of the engage activity of the service value chain1. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 34; ITIL 4 Practice Guide: Continual Improvement, page 9.

NEW QUESTION # 39
Which guiding principle emphasizes the need to understand the flow of work in progress, identify bottlenecks, and uncover waste?

- A. Collaborate and promote visibility
- B. Keep it simple and practical
- C. Think and work holistically
- D. Focus on value

Answer: A

NEW QUESTION # 40
Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The reduction of the likelihood and impact of incidents
- B. The alignment of the organization's practices and services with changing business needs
- C. The restoration of normal service operation as quickly as possible

- D. The establishment of links between the organization and its stakeholders at strategic and tactical levels

Answer: B

Explanation:
Explanation
Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.
https://www.bmc.com/blogs/itil-continual-improvement/

NEW QUESTION # 41
What type of change is MOST likely to be managed as a service request?

- A. An emergency change
- B. An organizational change
- C. A normal change
- D. A standard change

Answer: C

NEW QUESTION # 42
What is the purpose of service level management?

- A. To ensure that all current and planned IT services are delivered to agreed achievable targets.
- B. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
- C. To obtain/build activity that ensures the service components are available when and where they are needed and meet agreed specifications.
- D. To track and manage improvement ideas from identification to final action, organizations use a database or structured document called a continual improvement register (CIR).

Answer: A

NEW QUESTION # 43
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