

# ITIL ITIL-4-Foundation Updated CBT, Demo ITIL-4-Foundation Test



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ITIL 4 Foundation Exam is designed for IT professionals who are new to ITIL and want to gain a basic understanding of the framework. ITIL-4-Foundation Exam covers the key concepts, principles, and practices of ITIL 4, including the four dimensions of service management: organizations and people, information and technology, partners and suppliers, and value streams and processes. It also covers the ITIL service value system, which includes the guiding principles, governance, and continual improvement.

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ITIL-4-Foundation (ITIL 4 Foundation) Exam is an essential certification program for IT professionals who are involved in IT Service Management. The program provides a comprehensive understanding of the latest version of the ITIL framework and covers the key concepts, principles, and practices that are essential for effective ITSM. ITIL 4 Foundation Exam certification is globally recognized and is administered by AXELOS, making it a valuable credential for professionals worldwide.

## ITIL 4 Foundation Exam Sample Questions (Q93-Q98):

### NEW QUESTION # 93

What can be described as an operating model for the creation and management of products and services?

- A. Practices
- **B. Service value chain**
- C. Governance
- D. Guiding principles

**Answer: B**

**NEW QUESTION # 94**

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Change enablement
- B. Monitoring and event management
- C. Service desk
- **D. Service level management**

**Answer: D**

Explanation:

To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

<https://www.bmc.com/blogs/itil-management-practices/>

**NEW QUESTION # 95**

What ensures that a service provider and a service consumer continually co-create value?

- A. Change enablement
- **B. Service relationship management**
- C. Service consumption
- D. Service offerings

**Answer: B**

Explanation:

A service relationship is defined as the cooperation between a service provider and service consumer. Service relationships are established between two or more organizations to co-create value. An organization can play the role of provider or consumer interchangeably, depending on the situation.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=and%20stakeholder%20management-,Service%20Relationships,interchangeably%2C%20depending%20on%20the%20situation.>

**NEW QUESTION # 96**

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

- A. Service level management
- **B. Incident management**
- C. Change management
- D. Service request management

**Answer: B**

Explanation:

Explanation

The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Incident management can have an enormous impact on customer and user satisfaction, and the perception of those stakeholders of the service provider.

<https://www.bmc.com/blogs/itil-incident-management/>

**NEW QUESTION # 97**

Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- A. Executing improvement actions
- **B. Performing baseline assessments**

