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ITIL 4 Foundation exam is designed to assess the candidate's knowledge and understanding of ITIL 4. ITIL-4-Foundation Exam consists of 40 multiple-choice questions, and the candidate must score at least 65% to pass the exam. ITIL-4-Foundation exam duration is 60 minutes, and it can be taken online or at a testing center. Once certified, IT professionals can demonstrate their understanding of the ITIL framework and how it can be used to improve IT service delivery. ITIL 4 Foundation certification is an essential qualification for IT professionals who want to improve their knowledge and skills in IT service management.

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To prepare for the ITIL 4 Foundation Certification Exam, individuals must have a basic understanding of ITSM concepts and practices. ITIL-4-Foundation exam covers the key components of ITIL 4, including the service value system (SVS), the four dimensions of service management, the ITIL service value chain, and the guiding principles of ITIL 4. ITIL-4-Foundation Exam consists of 40 multiple-choice questions and is typically completed within 60 minutes.

## ITIL 4 Foundation Exam Sample Questions (Q95-Q100):

### NEW QUESTION # 95

Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- **B. The change does not require additional authorization**
- C. The change can be implemented with less testing if necessary

- D. The appropriate change authority should be assigned to each type of change

**Answer: B**

#### NEW QUESTION # 96

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the relationships that support them, is available when and where it is needed.

- A. services
- B. outcomes
- C. IT assets
- D. organizations

**Answer: C**

Explanation:

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of IT assets, and the relationships that support them, is available when and where it is needed<sup>1</sup>. IT assets are any financially valuable components that can contribute to the delivery of an IT product or service<sup>2</sup>. Configuration items are any component that needs to be managed in order to deliver an IT service<sup>3</sup>. References: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 36; ITIL 4 Practice Guide: Service Configuration Management, page 7.

#### NEW QUESTION # 97

Which service transition process provides guidance about converting data into information?

- A. Service validation and testing
- B. Service asset and configuration management
- C. Change evaluation
- D. Knowledge management

**Answer: D**

#### NEW QUESTION # 98

Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the 'start where you are' guiding principle.

- A. process
- B. tools
- C. plans
- D. measurement

**Answer: D**

#### NEW QUESTION # 99

Which activity is part of the 'continual improvement' practice?

- A. Authorizing changes to implement improvements
- B. Identifying the cause of incidents and recommending related improvements
- C. Logging and managing incidents that result in improvement opportunities
- D. Making business cases for improvement action

**Answer: B**

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