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ITIL 4 Foundation is a certification exam that is designed to assess an individual's knowledge and understanding of the ITIL framework. ITIL stands for Information Technology Infrastructure Library, and it is a set of best practices for IT service management. The ITIL 4 Foundation exam is the entry-level certification in the ITIL 4 certification scheme and is a prerequisite for higher-level ITIL certifications.

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.

ITIL 4 Foundation exam is designed to help IT professionals develop a common language and understanding of IT service management. ITIL 4 Foundation Exam certification equips them with the tools and techniques needed to improve the quality and efficiency of IT services in their organizations. It focuses on the importance of customer-centricity and value creation, and how IT can contribute to business outcomes.

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ITIL 4 Foundation Exam Sample Questions (Q66-Q71):

NEW QUESTION # 66
What is the expected outcome from using a service value chain?

- A. Customer engagement
- B. Value realization
- C. Service value streams
- D. The application of practices

Answer: B

NEW QUESTION # 67
Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- A. Service request management
- B. Service level management
- C. Problem management
- D. Incident management

Answer: A

Explanation:
Explanation
A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.
The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:
Service requests and their fulfilment should be standardized and automated to the greatest degree possible.
Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.
Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.
https://www.bmc.com/blogs/itil-service-request-management/

NEW QUESTION # 68
How does information about problems and known errors contribute to 'incident management'?

- A. It enables quick and efficient diagnosis of incidents
- B. It removes the need for regular customer updates
- C. It removes the need for collaboration during incident resolution
- D. It enables the reassessment of known erros

Answer: A

NEW QUESTION # 69
Which is an input to the service value system?

- A. The system of directing and controlling an organization

- B. Recommendations to help an organization in all aspects of its work
- C. A need from consumers for new or changes services
- D. A model to help meet stakeholders expectations

Answer: C

Explanation:
Explanation
A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization
https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20other

NEW QUESTION # 70
What is the CORRECT order for the three phases of problem management?

- A. Problem control, error control problem identification
- B. Problem identification problem control error control
- C. Problem identification error control problem control
- D. Error control, problem control, problem identification

Answer: B

Explanation:
The problem management practice follows a three-phase approach to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors1. The three phases are:
Problem identification: the process of finding problems that are the cause or potential cause of one or more incidents2.
Problem control: the process of analysing the root cause and impact of a problem and developing a workaround or a permanent solution2.
Error control: the process of managing known errors throughout their lifecycle, from recording to removal2. Reference: ITIL Foundation - ITIL 4 Edition, page 15; ITIL 4 - A Pocket Guide, page 35; ITIL 4 Practice Guide: Problem Management, page 9.

NEW QUESTION # 71
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