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ITIL 4 Foundation Level

REVIEW EXAM OBJECTIVES

- Key concepts of service management
- How the ITIL guiding principles can help an organization adopt and adapt service management
- Four dimensions of service management
- Purpose and components of the ITIL service value system
- Activities of the service value chain, and how they interconnect
- Know the purpose and key terms of 15 ITIL practices
- Understand 7 ITIL practices

KNOW EXAM FORMAT

- No. of Questions - 40 questions
- Duration - 60 mins
- Type of Questions - Multiple Choice and Multi-Response
- Pass Score 65% and above
- Language - English, German, Japanese, Dutch, & Chinese
- Exam Fee - 134 USD

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ITIL 4 Foundation exam tests candidates on their knowledge of the key concepts, terminology, and elements of the ITIL framework. ITIL-4-Foundation Exam covers topics such as service management, service value system, service value chain, and guiding principles. Candidates who pass the ITIL 4 Foundation exam demonstrate their ability to understand the ITIL framework and its application in real-world scenarios. ITIL 4 Foundation Exam certification is highly valued by employers as it demonstrates a commitment to continuous learning and professional development in the field of IT service management.

ITIL 4 Foundation Exam is a certification exam that validates an individual's knowledge of IT Service Management, following the latest ITIL 4 framework. ITIL 4 is the latest version of the IT Infrastructure Library (ITIL), which is a set of best practices for managing IT services. The ITIL 4 Foundation Exam is designed to test a candidate's understanding of the key concepts, principles, and terminology of ITIL 4, as well as their ability to apply them in a real-world context.

>> **Reliable ITIL-4-Foundation Test Tips** <<

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ITIL 4 Foundation Certification Exam is a valuable certification program that equips professionals with the necessary knowledge and skills to manage IT services effectively. ITIL 4 Foundation Exam certification provides a solid foundation for professionals who want to advance their careers in IT service management and for those who want to understand the ITIL 4 framework. ITIL-4-Foundation Exam covers various aspects of IT service management, including the service value chain, guiding principles, governance, and continual improvement.

ITIL 4 Foundation Exam Sample Questions (Q106-Q111):

NEW QUESTION # 106

Which is a purpose of the 'relationship management' practice?

- A. To systematically observe services and service components
- **B. To identify, analyze, monitor, and continually improve links with stakeholders**
- C. To protect the information needed by the organization to conduct its business
- D. To be the entry point and single point of contact for the service provider with all of its users

Answer: B

Explanation:

Explanation/Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/relationship-management-itil-4/>

NEW QUESTION # 107

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. An outcome defines the amount of money spent on technology for a service
- **C. An outcome depends on at least one output to deliver a result**
- D. Outcomes provide assurance to stakeholders on how a service performs

Answer: C

NEW QUESTION # 108

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

- A. Identifying the cause unplanned interruptions to service.
- **B. Prioritizing and creating business cases for improvement initiatives.**
- C. Improving relationships with and between stakeholders.
- D. handing compliments and complaints from user to identify improvements.

Answer: B

NEW QUESTION # 109

What is included in the purpose of the 'release management' practice?

- A. Authorizing changes to proceed
- **B. Moving new software to live environments**
- C. Ensuring information about services is available
- D. Making new features available for use

Answer: B

Explanation:

The purpose of the release management practice is to make new and changed services and features available for use.

Release: A version of a service or other configuration item, or a collection of configuration items, that is made available for use.

<https://wiki.process-symphony.com.au/framework/lifecycle/process/release-management-itil-4/>

NEW QUESTION # 110

Which statement about emergency changes is CORRECT?

- A. Emergency changes must be fully documented before authorization and implementation
- B. The testing of emergency can be eliminated in order to implement the change quickly
- C. Emergency changes should be authorized and implemented as service requests
- **D. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly**

Answer: D

