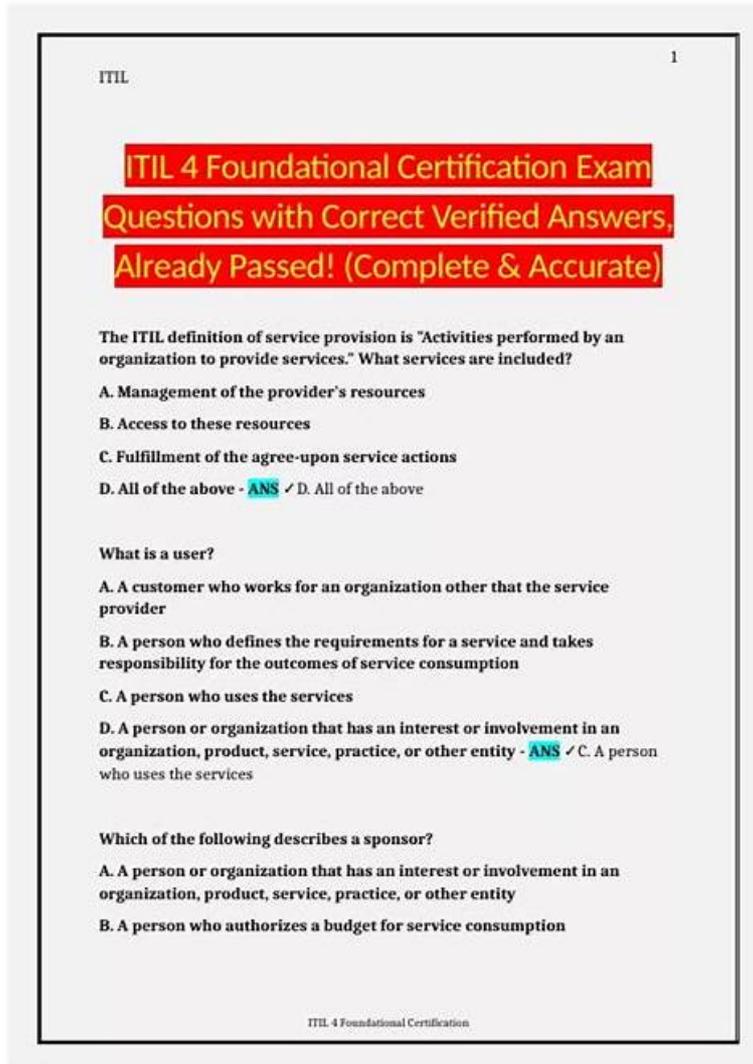# New ITIL-4-Foundation Study Guide - ITIL-4-Foundation Examcollection Questions Answers

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ITIL is a globally recognized framework for IT service management. It is widely used by companies and organizations to manage their IT services efficiently and effectively. ITIL 4 is the latest version of this framework, and it offers a comprehensive approach to IT service management. The ITIL 4 Foundation Exam is the entry-level certification exam for IT professionals who want to learn about ITIL 4 and become certified in the framework.

ITIL 4 Foundation exam is the entry-level certification for IT professionals who want to demonstrate their knowledge and understanding of IT service management. ITIL 4 is the latest version of the IT Infrastructure Library (ITIL), a set of best practices for IT service management. The ITIL 4 Foundation exam covers the fundamental concepts and principles of ITIL 4, including the four dimensions of service management, the service value system, and the service value chain.

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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 Sample Questions (Q80-Q85):

NEW QUESTION # 80
Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Focus on value
- B. Start where you are
- C. Keep is simple and practical
- D. Progress iteratively with feedback

Answer: B

NEW QUESTION # 81
Which service level metrics are BEST for measuring user experience?

- A. Single system-based metrics
- B. Metrics linked to defined outcomes
- C. Metrics for the percentage of uptime of a service
- D. Operational metrics

Answer: B

NEW QUESTION # 82
Which is a low risk change that has been pre-approved so that no additional authorization is needed?

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

Answer: C

NEW QUESTION # 83
Which value chain activity communicates the current status of all four dimensions of service management?

- A. Obtain/build
- B. Engage
- C. Plan
- D. Improve

Answer: C

NEW QUESTION # 84

Which statement about the 'four Ps' of service design is CORRECT?

- A. Partners refers to suppliers and vendors
- B. Processes refers to skill and training
- C. People refers to technology and tools
- D. Products refers to producers and metrics

Answer: A

NEW QUESTION # 85

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