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ITIL-4-Foundation (ITIL 4 Foundation) Exam is an exam designed to test the knowledge and understanding of the ITIL 4 Foundation framework. ITIL stands for Information Technology Infrastructure Library, which is a set of best practices for managing IT services. The ITIL 4 Foundation framework is the latest version of ITIL, which was launched in 2019. ITIL-4-Foundation Exam is intended for individuals who want to learn about ITIL 4 Foundation and those who want to work or are currently working in IT service management.

ITIL 4 Foundation certification exam is designed to equip participants with the knowledge and skills to manage IT services effectively, thereby improving the overall performance of their organization. ITIL 4 Foundation Exam certification is also beneficial for professionals who want to enhance their career prospects in the ITSM field. The ITIL 4 Foundation certification is a prerequisite for higher-level ITIL 4 certifications, such as the ITIL 4 Managing Professional and ITIL 4 Strategic Leader certifications.

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ITIL 4 Foundation Exam Sample Questions (Q90-Q95):

NEW QUESTION # 90
Which of the following can be used to access service desks?

- A. All of the above
- B. Email
- C. Text and social media messaging
- D. Phone calls

Answer: A

NEW QUESTION # 91
Which value chain activity ensures the availability of service components?

- A. Deliver and support
- B. Obtain/build
- C. Engage
- D. Improve

Answer: B

NEW QUESTION # 92
Which practice ensures that a variety of access channels are available for users to report issues?

- A. Incident management
- B. Service desk
- C. Service level management
- D. Change enablement

Answer: B

Explanation:
Service desks provide a variety of channels for access including:
* Phone calls, which can include specialized technology, such as interactive voice response (IVR), conference calls, voice recognition, and others.
* Service portals and mobile applications, supported by service and request catalogues, and knowledge bases.
* Chat, through live chat and chatbots.
* Email for logging and updating, and for follow-up surveys and confirmations.
* Walk-in service desk (which are becoming more prevalent in some sectors, such as higher education, where there are high peaks of activity that demand physical presence).,
* Text and social media messaging, which are useful for notifications in case of major incidents and for contacting specific stakeholder groups, but can also be used to allow users to request support.
* Public and corporate social media and discussion forums for contacting the service provider and for peer-to-peer support.
https://www.bmc.com/blogs/itil-service-desk/

NEW QUESTION # 93
Which statement about value streams is CORRECT?

- A. Each value stream must include all 34 ITIL practices
- B. Each value stream must be designed for a specific scenario
- C. Each value stream must include all six value chain activities
- D. Each value stream must include suppliers or partners

Answer: B

NEW QUESTION # 94
What is the purpose of the 'deployment management' practice?

- A. To move new or changed components to live environments
- B. To set clear business-based targets for service performance
- C. To ensure services achieve agreed and expected performance
- D. To make new or changed services available for use

Answer: A

NEW QUESTION # 95
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