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ITIL-4-Foundation (ITIL 4 Foundation) Exam is a certification program designed to provide professionals with a comprehensive understanding of the ITIL framework. The ITIL framework is a set of best practices for IT Service Management (ITSM) that is widely used across industries. ITIL 4 Foundation Exam certification program covers the latest version of the ITIL framework, which was released in 2019. ITIL-4-Foundation Exam is designed to test the knowledge and skills of candidates in implementing and managing IT services using the ITIL framework.

### ITIL 4 Foundation Exam Sample Questions (Q10-Q15):

#### NEW QUESTION # 10

Which component is focused on the activities needed by an organization to help it co-create value?

- A. Practices
- **B. Service value chain**
- C. Guiding principle
- D. Continual improvement

**Answer: B**

Explanation:

In ITIL 4, the service value chain is the central component of the Service Value System. It describes the set of interconnected activities an organization performs to create value in the form of products and services. The service value chain is explicitly defined as the model that outlines the key activities required to co-create value with customers and other stakeholders.

That is exactly what the question is asking: "the activities needed by an organization to help it co-create value" - which directly matches the role of the service value chain, so A is correct.

Why the other options are not correct in this context:

\* B. Continual improvement is a practice and a component of the Service Value System that ensures services, practices, and all components are continually improved, but it is not the central model of value-creating activities.

\* C. Guiding principle refers to recommendations that guide decisions and actions across all circumstances, not the activities themselves.

\* D. Practices are sets of organizational resources designed for performing work or accomplishing an objective; they support value creation, but they are not the component that models the end-to-end set of activities for co-creating value.

Therefore, the component focused on the activities needed to co-create value is the service value chain, making A the correct answer.

### NEW QUESTION # 11

Which value chain activity ensures that ongoing service activity meets user expectations?

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

**Answer: B**

### NEW QUESTION # 12

Which describes a set of defined steps for implementing improvements?

- **A. The 'continual improvement model'**
- B. The 'engage' value chain activity
- C. The 'continual improvement register'
- D. The 'improve' value chain activity

**Answer: A**

### NEW QUESTION # 13

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management manages interruptions to services, service desk monitors achieved service quality
- B. Incident management resolves complex issues, service desk reserves simpler issues
- C. Incident What is the difference between the 'incident management' and 'service
- **D. Incident management restores service operation; service desk provides communication with users**

**Answer: D**

Explanation:

The incident management practice aims to minimize the negative impact of incidents by restoring normal service operation as quickly as possible<sup>1</sup>. This practice involves logging, categorizing, prioritizing, investigating, resolving, and closing incidents<sup>2</sup>. The service desk practice provides a single point of contact for users and customers to report issues, make requests, or seek guidance<sup>1</sup>. This practice involves providing communication with users, capturing feedback, managing user satisfaction, and facilitating continual improvement<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Incident Management, page 7.

### NEW QUESTION # 14

In which case would a problem be logged?

- A. When the cause is identified but not resolved
- B. Alter a workaround is identified and documented
- C. After analysis of error information from a supplier
- D. When a user reports an unplanned service interruption

Answer: A

## NEW QUESTION # 15

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