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EXIN ITILFNDv4 Exam Syllabus Topics:

Section	Weight	Objectives
Key Concepts of Service Management	20%	- Service relationships: service providers, consumers, stakeholders - Value, outcomes, costs and risks - Products and services - Collaborate and promote visibility - Progress iteratively with feedback - Keep it simple and practical
ITIL Guiding Principles	15%	- Focus on value - Start where you are - Optimize and automate - Think and work holistically - Partners and suppliers
Key Concepts of ITIL 4	15%	- Information and technology - Organizations, people and culture - Value streams and processes
ITIL Service Value System	25%	- Service Value Chain: Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support - Governance - Purpose and components of the Service Value System - Continual Improvement - General Management Practices: Continual Improvement, Information Security, Relationship, Supplier, etc.
ITIL Practices	25%	- Technical Management Practices: Monitoring & Event, Release, Deployment, etc. - Service Management Practices: Availability, Change, Incident, Problem, Service Request, SLM, etc.

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However, you should keep in mind that to get success in the ITILFNDv4 certification exam is not a simple and easy task. A lot of effort, commitment, and in-depth ITIL 4 Foundation (ITILFNDv4) exam questions preparation is required to pass this ITILFNDv4 Exam. For the complete and comprehensive ITIL 4 Foundation (ITILFNDv4) exam dumps preparation you can trust valid, updated, and ITILFNDv4 Questions which you can download from the VCE4Plus platform quickly and easily.

EXIN ITIL 4 Foundation Sample Questions (Q82-Q87):

NEW QUESTION # 82

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- C. Review of all capacity supplier agreements and underpinning contracts with supplier management
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: D

NEW QUESTION # 83

What role would be MOST suitable for a new graduate with great levels of empathy and understanding of business issues?

- A. Problem analyst
- B. Change authority
- C. Service desk agent
- D. Service level manager

Answer: C

NEW QUESTION # 84

Which is an external input to the service value chain?

- A. Customer requirements
- B. Feedback loops
- C. An overall plan
- D. The 'improve' value chain activity

Answer: A

NEW QUESTION # 85

Which is a purpose of the 'service desk' practice?

- A. To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels
- B. To support the agreed quality of a service by handling all pre-defined, user-initiated service requests
- C. To be the entry point and single point of contact for the service provider with all of its users
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Answer: C

NEW QUESTION # 86

Which are the elements of process control?

- A. Resources, capabilities and metrics
- B. Work instructions, procedures and roles
- C. Process owner, policy and objectives
- D. Inputs, outputs and triggers

Answer: C

NEW QUESTION # 87

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