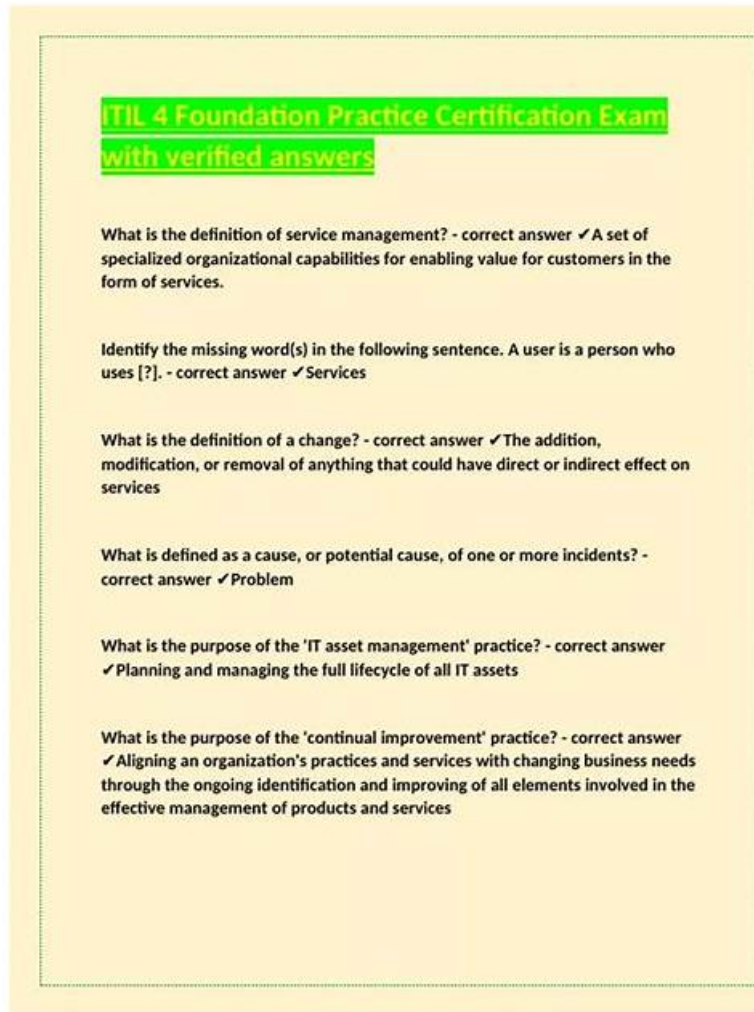


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ITIL ITIL-4-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Service Value Chain: It gives an understanding of those ways through which the Service Value Chain helps organizations create value.
Topic 2	<ul style="list-style-type: none"> Continuous improvement: ITIL 4 concepts related to continuous improvement are addressed by this topic. It also discusses the ways through which organizations iterate and adapt their processes and services.

Topic 3	<ul style="list-style-type: none"> • Service management concepts: Basic concepts of service management are discussed in this topic. It also defines a service, components of service and the value of the service to stakeholders.
Topic 4	<ul style="list-style-type: none"> • ITIL practices: Improvement of the process of service development and supporting users is discussed. It also covers those ITIL 4 practices that enable working methods.
Topic 5	<ul style="list-style-type: none"> • Key metrics and performance indicators: The significance of defining and tracking metrics and KPIs is the focal point of this topic. The topic discusses the importance measure the performance and effectiveness of IT services.
Topic 6	<ul style="list-style-type: none"> • Service value system: A Framework that helps to create, deliver, and manage services, such as Service Value Chain, governance, and guiding principles is discussed in this topic.

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ITIL 4 Foundation Exam Sample Questions (Q17-Q22):

NEW QUESTION # 17

What is defined as any financially valuable component that can contribute to the delivery of a service?

- **A. IT asset**
- B. Event
- C. Configuration item
- D. Product

Answer: A

NEW QUESTION # 18

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

- A. To maximize the number of successful IT changes by ensuring risks are properly assessed
- **B. To capture demand for incident resolution and service requests**
- C. To set clear business-based targets for service performance
- D. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

Answer: B

NEW QUESTION # 19

Identify the missing word in the following sentence.

Sponsor is the role that authorizes budget for service [?]

- **A. consumption**
- B. management
- C. value
- D. provision

Answer: A

Explanation:

Sponsor: A person who authorizes budget for service consumption; e.g., the Finance Manager

<https://www.bmc.com/blogs/itil-key-concepts-service-management/#:~:text=Sponsor%3A%20A%20person%20>

NEW QUESTION # 20

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- **A. Categorization**
- B. Prioritization
- C. Escalation
- D. Detection

Answer: A

Explanation:

D18912E1457D5D1DDCBD40AB3BF70D5D

NEW QUESTION # 21

What is defined as "the role that uses services"?

- A. Sponsor
- B. Customer
- **C. User**
- D. Service consumer

Answer: C

NEW QUESTION # 22

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