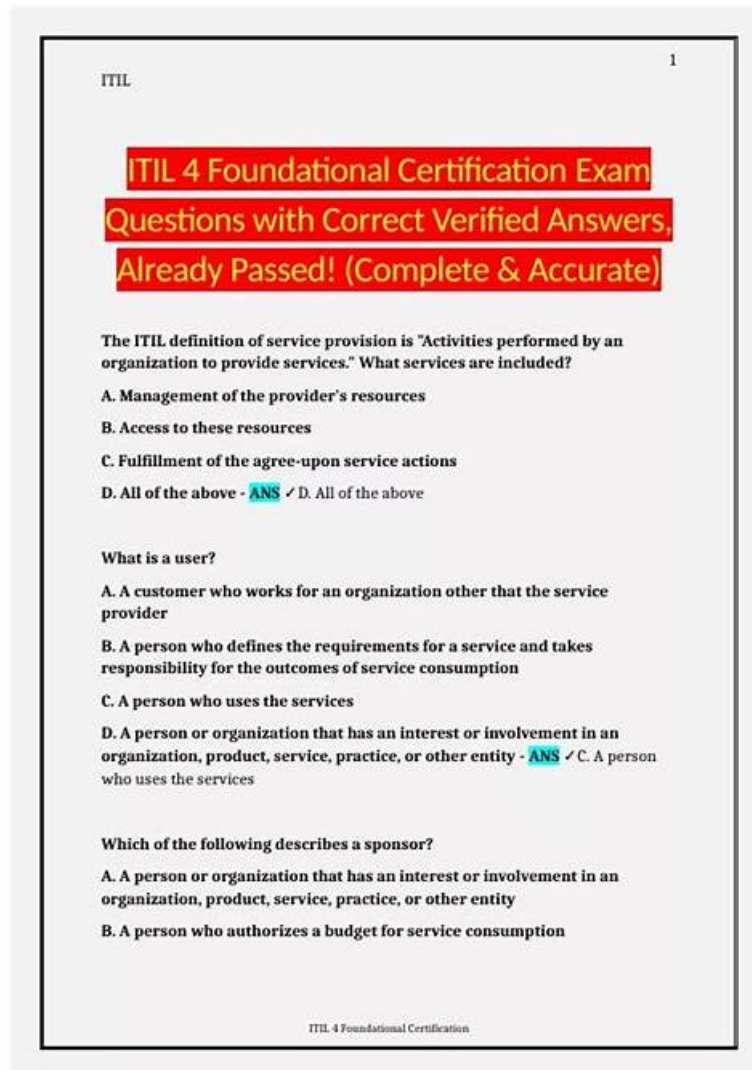


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ITIL 4 framework is designed to help organizations align their IT services with their business goals and objectives. It provides a set of best practices for IT service management that can be applied across all industries and sectors. The ITIL 4 Foundation Certification Exam covers the key concepts and principles of ITIL 4, including the four dimensions of service management, the service value system, the service value chain, and the guiding principles.

ITIL-4-Foundation (ITIL 4 Foundation) Certification Exam is a globally recognized certification for professionals who want to specialize in IT service management (ITSM). ITIL, which stands for Information Technology Infrastructure Library, is a framework that provides guidelines for effective IT service management. The ITIL 4 Foundation certification is the entry-level certification in the ITIL 4 certification scheme, and it covers the basics of ITIL 4 concepts and terminology.

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ITIL 4 Foundation Exam Sample Questions (Q15-Q20):

NEW QUESTION # 15

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. The production of a detailed CSI plan
- **B. Verifying that improvement targets have been achieved**
- C. Understanding priorities for improvement
- D. An initial baseline assessment

Answer: B

Explanation:

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NEW QUESTION # 16

In which situation will incident management USUALLY use a separate process?

- A. Where the cause must be diagnosed
- B. For low impact incidents
- C. Where no target resolution time exists
- **D. For information security incidents**

Answer: D

NEW QUESTION # 17

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

- A. Service level management
- **B. Service request management**
- C. Service desk
- D. Supplier Management

Answer: B

Explanation:

In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.

<https://www.bmc.com/blogs/itil-service-level-management/>

NEW QUESTION # 18

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Change enablement
- B. Service desk
- C. Service level management
- D. Monitoring and event management

Answer: C

Explanation:

To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

<https://www.bmc.com/blogs/itil-management-practices/>

NEW QUESTION # 19

Which describe a 'change authority'?

- A. A person who approves a change
- B. a model used to determine who will assess a change
- C. A way to manage the people aspects of change
- D. A tool used to help plan changes

Answer: D

NEW QUESTION # 20

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