

# Pass Guaranteed 2026 ITIL Professional Trustworthy ITIL-4-Foundation Exam Content



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ITIL 4 Foundation exam is designed to test a candidate's knowledge of the ITIL 4 service management framework. ITIL-4-Foundation exam covers the four dimensions of service management, the ITIL service value system, and the key ITIL practices. ITIL-4-Foundation Exam consists of 40 multiple-choice questions and the passing score is 65%.

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## Exam ITIL-4-Foundation Objectives, Download ITIL-4-Foundation Pdf

Itcerttest customizable practice exams (desktop and web-based) help students know and overcome their mistakes. The customizable ITIL ITIL-4-Foundation practice test means that the users can set the Questions and time according to their needs so that they can feel the real-based exam scenario and learn to handle the pressure. The updated pattern of ITIL ITIL-4-Foundation Practice Test ensures that customers don't face any real issues while preparing for the test.

### ITIL 4 Foundation Exam Sample Questions (Q115-Q120):

#### NEW QUESTION # 115

Which describes a standard change?

- A. A change that must be implemented as soon as possible
- **B. A change that is typically implemented as a service request**
- C. A change that needs to be scheduled, assessed and authorized following a defined process
- D. A high-risk change that needs very thorough assessment

**Answer: B**

#### NEW QUESTION # 116

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

- A. Incident management resolves complex issues, service desk reserves simpler issues
- B. Incident What is the difference between the 'incident management' and 'service
- C. Incident management manages interruptions to services, service desk monitors achieved service quality
- **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>. References: ITIL Foundation - ITIL 4 Edition, page 14; ITIL 4 - A Pocket Guide, page 32; ITIL 4 Practice Guide: Incident Management, page 7.

#### NEW QUESTION # 117

What is a definition of a service improvement plan (SIP)?

- **A. A formal plan to implement improvements to a service or process**
- B. An input from financial management for IT services to service level management, detailing the budget plan
- C. A formal plan to implement improvements to a customer's business processes
- D. An input from availability management to service level management, detailing the service design plan

**Answer: A**

Explanation:

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#### NEW QUESTION # 118

Which is CORRECT about change authorization?

- A. The change authority will ensure changes are authorized after they are deployed
- B. A change authority is assigned each time a standard change is requested
- **C. Assignment of the change authority is based on the change type and model**
- D. Emergency changes are authorized by the technician making the change

**Answer: C**

#### NEW QUESTION # 119

What is the definition of service management?

- A. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
- B. A formal description of one or more services designed to address the needs of a target consumer group
- C. A result for a stakeholder enabled by one or more outputs
- **D. A set of specialized organizational capabilities for enabling value for customers in the form of services**

**Answer: D**

Explanation:

Service management is the term used to describe how organizations manage their services to deliver value to their customers and other stakeholders. Service management requires a set of specialized organizational capabilities, such as processes, roles, tools, and competencies, that enable the effective and efficient delivery of services<sup>1</sup>. Service management is also a professional practice supported by an extensive body of knowledge, experience, and skills<sup>3</sup>. Reference: ITIL Foundation - ITIL 4 Edition, page 2; ITIL 4 - A Pocket Guide, page 11.

#### NEW QUESTION # 120

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