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ITIL® 4 Foundation questions with correct answers

Introduction questions - Answer Introduction answers

Bloom levels tested in ITIL 4 Foundation exam - Answer - Bloom's level 1 (~77.5% of questions) involves "to remember"

- Bloom's level 2 (~22.5% of questions) involves "to understand"

Modules that must be completed to attain ITIL Strategic Leader (ITIL SL) - Answer - ITIL Strategist (direct, plan & improve)

- ITIL Leader (digital & IT strategy)

Modules that must be completed to attain ITIL Managing Professional (ITIL MP) - Answer - ITIL Specialist (create, deliver & support)

- ITIL Specialist (drive stakeholder value)

- ITIL Specialist (high velocity IT)

- ITIL Strategist (direct, plan & improve)

Types of questions on the Foundation Exam - Answer - Standard

- Missing word

- List

- What is "not"?

ITIL, the most widely accepted approach to IT service management in the world, is developed, managed and operated by the [?] organization. - Answer AXELOS

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ITIL 4 Foundation Certification Exam covers a wide range of topics related to IT service management, including service value system, service management practices, and key concepts of ITIL 4. It is a multiple-choice exam that comprises 40 questions and has a duration of 60 minutes. The passing score for the exam is 65%, and candidates who pass the exam earn the ITIL 4 Foundation certification.

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ITIL 4 Foundation Exam Sample Questions (Q454-Q459):

NEW QUESTION # 454

Which of the following is the MOST important for effective incident management?

- A. Automated pipelines
- B. Balanced scorecard review
- C. Collaboration tools and techniques
- D. A variety of access channels

Answer: D

Explanation:

Effective incident management often requires a high level of collaboration within and between teams as this can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively. There may also be a need for good collaboration tools so that people working on an incident can work together effectively. One technique that takes advantage of collaboration is termed swarming. This brings many different stakeholders together to work on the issue. Management of incidents may require frequent interaction with third party suppliers, and routine management of this aspect of supplier contracts is often part of the incident management practice.

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

NEW QUESTION # 455

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

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

Answer: D

NEW QUESTION # 456

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- A. Direct observation
- B. Minimum viable product
- C. Feedback loop
- D. Analysis Paralysis

Answer: A

NEW QUESTION # 457

Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

- A. Service request management
- B. Change control
- C. IT asset management
- D. Service desk

Answer: A

NEW QUESTION # 458

Which TWO of the following are considerations of change enablement?

1. Managing the people aspects of change
2. Ensuring that organizational transformations are successful
3. Maximizing the number of successful service changes
4. Ensuring that changes are properly assessed

- A. 2 and 3
- B. 1 and 4
- C. 3 and 4
- D. 1 and 2

Answer: D

NEW QUESTION # 459

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