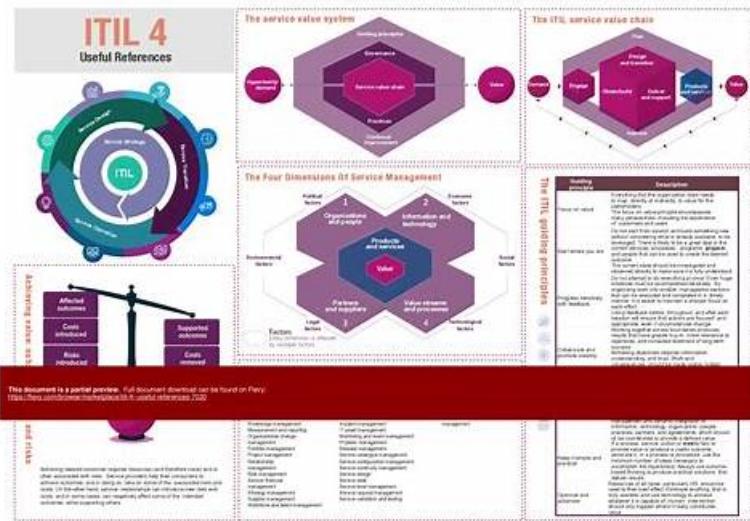


ITIL ITIL-4-Foundation Valid Practice Materials & Reliable ITIL-4-Foundation Practice Questions



DOWNLOAD the newest Exam4Docs ITIL-4-Foundation PDF dumps from Cloud Storage for free:
<https://drive.google.com/open?id=11gMvIPbfGE6DspaJEL8OyA4ZORt33mw5>

There is no doubt that having a ITIL-4-Foundation certificate is of great importance to our daily life and daily work, it can improve your comprehensive strength when you are seeking for a decent job or competing for an important position, mainly because with ITIL-4-Foundation certification, you can totally highlight your resume and become more confident in front of your interviewers and competitors. There are many advantages of our ITIL-4-Foundation question torrent that we are happy to introduce you and you can pass the exam for sure.

ITIL-4 Foundation Certification Exam is an internationally recognized certification that validates an individual's knowledge and proficiency in the ITIL 4 framework. ITIL 4 Foundation Exam certification is designed to equip practitioners with the necessary skills and understanding to effectively manage IT services in an organization. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 certification path.

ITIL 4 Foundation Exam covers the key concepts and terminology of ITIL 4, including the service value system, service value chain, guiding principles, and four dimensions of service management. ITIL-4-Foundation Exam also provides an understanding of the ITIL 4 service management framework and how it can be used to improve IT service delivery.

>> ITIL ITIL-4-Foundation Valid Practice Materials <<

Innovatively ITIL-4-Foundation Practice Engine Boost the Most Admirable Exam Questions - Exam4Docs

They are using outdated materials resulting in failure and loss of money and time. So to solve all these problems, Exam4Docs offers actual ITIL-4-Foundation Questions to help candidates overcome all the obstacles and difficulties they face during ITIL-4-Foundation examination preparation. With vast experience in this field, Exam4Docs always comes forward to provide its valued customers with authentic, actual, and genuine ITIL-4-Foundation Exam Dumps at an affordable cost. All the ITIL 4 Foundation Exam (ITIL-4-Foundation) questions given in the product are based on actual examination topics.

ITIL 4 Foundation Exam Sample Questions (Q78-Q83):

NEW QUESTION # 78

What is a problem?

- A. An addition or modification that could have an effect on services
- B. An unplanned reduction in the quality of a service

- C. A cause or potential cause of one or more incidents
- D. Any change of state that has significance for the management of a configuration item

Answer: C

NEW QUESTION # 79

Which statement about outcomes is CORRECT?

- A. Outcomes enable products to be delivered to a stakeholder
- B. Outcomes provide assurance to stakeholders on how a service performs
- C. An outcome defines the amount of money spent on technology for a service
- D. An outcome depends on at least one output to deliver a result

Answer: D

Explanation:

It is important to understand the difference in these terms not just for clarity, but because outputs are much easier to measure than outcomes.

* Outputs are nearly always quantitative, with data available to show whether these have been delivered.

Outputs are easy to report on and to validate. There is no grey area.

* Outcomes are more challenging to verify because they are both qualitative and quantitative. Whether your outcomes have been achieved will rely, to a great extent, on the perception of the people who receive the service. Perceptions are not easy to measure or report on, but it is essential you find a way to do so.

<https://www.bmc.com/blogs/outcomes-vs-outputs/>

NEW QUESTION # 80

What is the purpose of the 'problem management' practice?

- A. To protect the information needed by the organization to conduct its business
- B. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- D. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors

Answer: D

NEW QUESTION # 81

Which facilitates outcomes that customers want to achieve?

- A. Warranty
- B. IT asset
- C. Organization
- D. Service

Answer: D

Explanation:

ITIL 4 defines a service as:

A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.

The key phrase in the question is "facilitates outcomes that customers want to achieve", which is directly part of the definition of a service in ITIL 4.

Therefore, the correct answer is A. Service.

Why the other options are incorrect:

* B. WarrantyWarranty is one of the two aspects of value (warranty and utility). It relates to how the service performs (availability, capacity, continuity, security), but warranty alone does not 'facilitate outcomes' - it describes assurance about performance.

* C. OrganizationAn organization is a person or group of people with functions and responsibilities, authorities and relationships.

Organizations provide and consume services, but the concept that "facilitates outcomes" is specifically the service.

* D. IT assets (hardware, software, etc.) are components that support services and are financially valuable, but on their own they do not "facilitate outcomes that customers want to achieve" - that is done through services built from these assets.

References (Aligned with ITIL 4 Foundation concepts)

* ITIL 4 Foundation: Definition of service

* ITIL 4 Foundation: Key concepts of value, outputs, outcomes, utility, and warranty

NEW QUESTION # 82

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should be written using language and terms which all parties will understand
- B. They should be carried forward, unchanged, from one year to the next to enable consistent service
- C. They should avoid ambiguous targets such as those relating to user experience
- D. They should be based on system-based metrics which are useful to the service provider

Answer: A

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

- * They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.
- * They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.
- * They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.
- * They must be simply written and easy to understand and use for all parties.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Some%20of%20the%20key%20requirements,ands%20not%20simply%20operational%20metrics.](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Some%20of%20the%20key%20requirements,ands%20not%20simply%20operational%20metrics.)

NEW QUESTION # 83

.....

These ITIL-4-Foundation mock tests are made for customers to note their mistakes and avoid them in the next try to pass ITIL-4-Foundation exam in a single try. These ITIL ITIL-4-Foundation mock tests will give you real ITIL-4-Foundation exam experience. This feature will boost your confidence when taking the ITIL ITIL-4-Foundation Certification Exam. The 24/7 support system has been made for you so you don't feel difficulty while using the product. In addition, we offer free demos and up to 1 year of free ITIL Dumps updates. Buy It Now!

Reliable ITIL-4-Foundation Practice Questions: <https://www.exam4docs.com/ITIL-4-Foundation-study-questions.html>

- Exam ITIL-4-Foundation Online  ITIL-4-Foundation Test Dump ITIL-4-Foundation Latest Test Simulator Open website [www.examcollectionpass.com] and search for (ITIL-4-Foundation) for free download Exam ITIL-4-Foundation Online
- Updated ITIL ITIL-4-Foundation Valid Practice Materials With Interactive Test Engine - Trustable Reliable ITIL-4-Foundation Practice Questions Search for (ITIL-4-Foundation) and easily obtain a free download on (www.pdfvce.com) Valid ITIL-4-Foundation Real Test
- Verified ITIL-4-Foundation Valid Practice Materials | Amazing Pass Rate For ITIL-4-Foundation Exam | Authorized ITIL-4-Foundation: ITIL 4 Foundation Exam Copy URL { www.pdfdumps.com } open and search for  ITIL-4-Foundation to download for free ITIL-4-Foundation Exam Questions
- Verified ITIL-4-Foundation Valid Practice Materials | Amazing Pass Rate For ITIL-4-Foundation Exam | Authorized ITIL-4-Foundation: ITIL 4 Foundation Exam www.pdfvce.com is best website to obtain **ITIL-4-Foundation** for free download ITIL-4-Foundation Exam Questions
- Verified ITIL-4-Foundation Valid Practice Materials | Amazing Pass Rate For ITIL-4-Foundation Exam | Authorized ITIL-4-Foundation: ITIL 4 Foundation Exam www.pdfvce.com is best website to obtain **ITIL-4-Foundation** for free download ITIL-4-Foundation Exam Questions

P.S. Free 2026 ITIL ITIL-4-Foundation dumps are available on Google Drive shared by Exam4Docs:

<https://drive.google.com/open?id=11gMvIPbfGE6DspaJEL8OyA4ZOrt33mw5>