

# ITIL-4-Foundation Pdf Version & ITIL-4-Foundation Valid Test Forum



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ITIL 4 Foundation certification exam covers the fundamental concepts of ITSM, including the service value system (SVS), the four dimensions of service management, and the ITIL service value chain. ITIL-4-Foundation Exam also covers the key elements of ITIL 4 practices, such as incident management, problem management, service request management, and change management. The ITIL 4 Foundation certification is a prerequisite for higher-level ITIL 4 certifications, such as ITIL 4 Managing Professional and ITIL 4 Strategic Leader.

ITIL 4 Foundation Certification is ideal for IT professionals who want to understand how to apply ITIL 4 in their organization's service management processes. ITIL 4 Foundation Exam certification validates the knowledge and skills required to implement, manage, and improve IT services based on ITIL 4 best practices. ITIL 4 Foundation Exam certification also helps professionals gain a comprehensive understanding of the IT service management framework and its value to the organization.

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ITIL 4 Foundation Exam covers a wide range of topics related to the ITIL 4 framework, including the four dimensions of service management, the service value system, service value chain activities, and the guiding principles of ITIL 4. ITIL-4-Foundation Exam is designed to test candidates on their understanding of the key concepts and principles of ITIL 4 and their ability to apply them in real-world scenarios.

## ITIL 4 Foundation Exam Sample Questions (Q89-Q94):

### NEW QUESTION # 89

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

- A. incident management manages interruptions to service desk monitors achieved service quality
- B. incident management resolves issues, service desk investigates the underlying causes of issues
- C. incident management resolves complex issues, service desk resolve simpler issues.
- **D. Incident management restores service operation, service desk provides communication with users**

**Answer: D**

Explanation:

Explanation

A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as "how do I do X?").

<https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%20h>

### NEW QUESTION # 90

Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The reduction of the likelihood and impact of incidents
- B. The restoration of normal service operation as quickly as possible
- **C. The alignment of the organization's practices and services with changing business needs**
- D. The establishment of links between the organization and its stakeholders at strategic and tactical levels

**Answer: C**

Explanation:

Explanation

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

<https://www.bmc.com/blogs/itil-continual-improvement/>

### NEW QUESTION # 91

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- **B. Providing a virtual server for a development team**
- C. Managing an interruption to a service
- D. The implementation of a workaround

**Answer: B**

Explanation:

A service request is a formal request from a user for something to be provided. Service requests are typically less complex and are either approved or denied based on the budget, need, or urgency.

An emergency change to apply a security patch (A) is not a service request because it is an urgent change that needs to be made to address a security vulnerability. The implementation of a workaround (B) is not a service request because it is a temporary solution to a problem. Managing an interruption to a service (D) is not a service request because it is an incident that needs to be resolved. Providing a virtual server for a development team (C) is a service request because it is a request for a new service that can be fulfilled by the IT department.

#### NEW QUESTION # 92

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. The service value chain
- B. The four dimensions of service
- C. The guiding principles
- D. Practices

Answer: C

#### NEW QUESTION # 93

Which is a risk that might be removed from a service consumer by an IT service?

- A. Failure of server hardware
- B. Cost of purchasing servers
- C. Security breach
- D. Service provider ceasing to trade

Answer: C

#### NEW QUESTION # 94

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