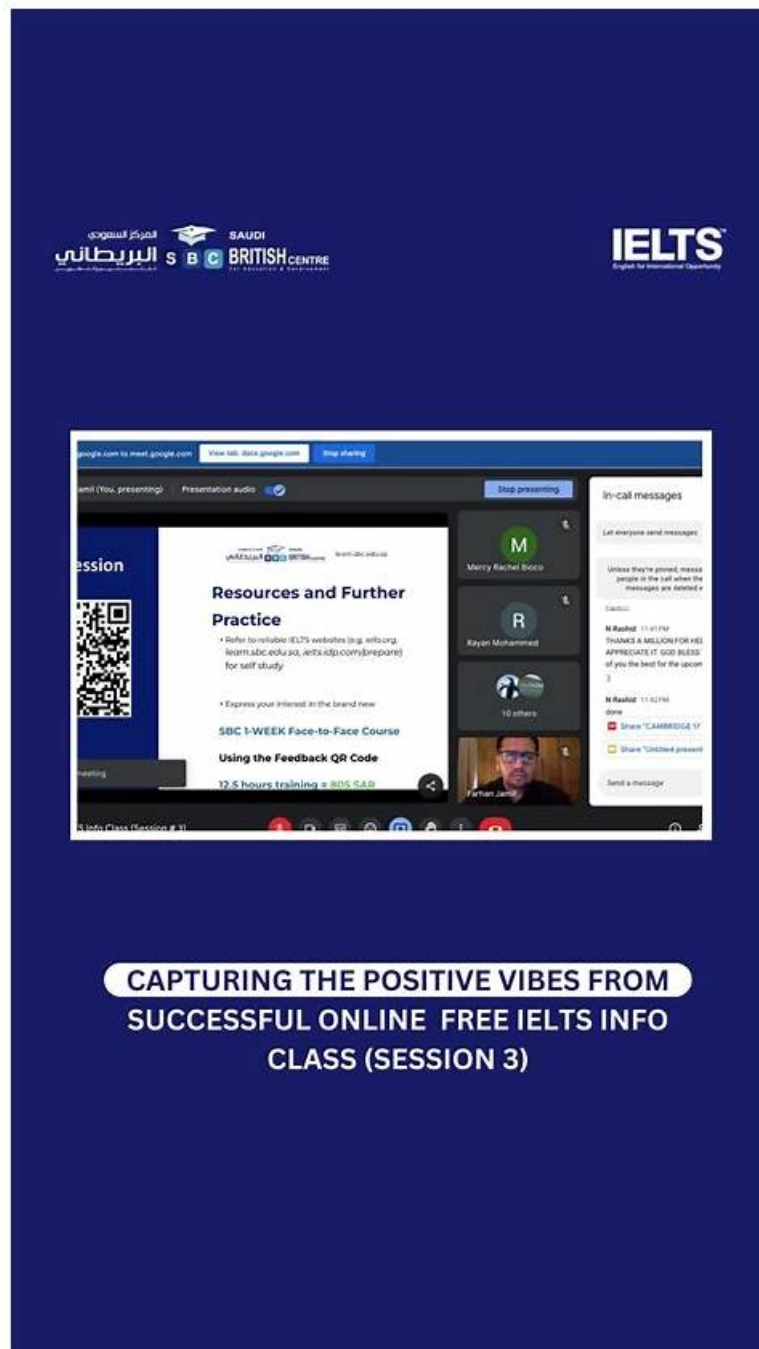


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To prepare for the ITIL 4 Foundation Certification Exam, individuals must have a basic understanding of ITSM concepts and practices. ITIL-4-Foundation exam covers the key components of ITIL 4, including the service value system (SVS), the four dimensions of service management, the ITIL service value chain, and the guiding principles of ITIL 4. ITIL-4-Foundation exam consists of 40 multiple-choice questions and is typically completed within 60 minutes.

ITIL 4 Foundation Exam is a globally recognized certification program designed to help professionals and organizations understand the best practices for IT service management. ITIL-4-Foundation Exam covers the latest version of ITIL, which is the most widely used IT service management framework in the world. The ITIL 4 Foundation Exam focuses on core principles, concepts, and terminology of the ITIL framework. It is an ideal starting point for professionals who are new to ITIL or want to refresh their knowledge.

ITIL 4 Foundation Exam Sample Questions (Q98-Q103):

NEW QUESTION # 98

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- **A. costs**
- B. utility
- C. information
- D. warranty

Answer: A

NEW QUESTION # 99

Which BEST describe the focus of the 'think and work holistically' principle?

- **A. Integrating an organization's activities to deliver value**
- B. Breaking down large initiative into smaller pieces of work
- C. Considering the existing organizational assets before building something new
- D. Eliminating unnecessary steps to deliver valuable outcomes

Answer: A

Explanation:

Explanation

Think and work holistically

No service, practice, process, department, or supplier stands alone. The outputs that the organization delivers to itself, its customers, and other stakeholders will suffer unless it works in an integrated way to handle its activities as a whole, rather than as separate parts.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=5.,rather%20than%20as%20separate%20parts.>

NEW QUESTION # 100

Identify the missing word in the following sentence.

A known error is a problem that has been [?] and has not been resolved.

- A. closed
- B. logged
- C. escalated
- **D. analysed**

Answer: D

NEW QUESTION # 101

Which practice provides support for managing feedback, compliments and complaints from users?

- A. Problem management
- **B. Service request management**
- C. Change control
- D. Incident management

Answer: B

NEW QUESTION # 102

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Service request management
- **B. Incident management**
- C. Change enablement
- D. Service Request management

Answer: B

Explanation:

Explanation

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.

<https://www.bmc.com/blogs/itil-v3-incident-management/>

NEW QUESTION # 103

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