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## ITIL-4-Foundation Exam Dumps

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The ITIL-4-Foundation is the entry-level certification exam for ITIL 4, the latest version of the Information Technology Infrastructure Library (ITIL). The ITIL-4-Foundation exam covers the key components, concepts, and terminology of the ITIL 4 framework, as well as the practical application of the four dimensions of service management.



The ITIL 4 Foundation exam is a 60-minute, closed book, multiple-choice exam. It consists of 40 questions and the passing score is 65%.

The ITIL 4 Foundation exam consists of 40 multiple-choice questions. All questions are worth one mark, and candidates must score a minimum of 65% (26 out of 40) to pass the exam.

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## ITIL 4 Foundation Exam Sample Questions (Q100-Q105):

### NEW QUESTION # 100

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

- A. Information and technology
- B. Organizations and people
- **C. Value streams and processes**
- D. Partners and suppliers

**Answer: C**

Explanation:

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders.

<https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

### NEW QUESTION # 101

Which is an activity in the 'Problem control' phase of problem management?

- A. Reviewing incident records to identify trends
- B. Re-assessing a known error to manage the ongoing impact.
- **C. Documenting the steps in workaround**
- D. Implementing a technical fix to resolve an issue

**Answer: C**

Explanation:

Explanation

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors.

Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=2.,probability%20and%20impact%20to%20serv>

### NEW QUESTION # 102

What should remain constant within an organization, even when the organization's objectives change?

- A. Outputs
- B. Service offerings
- C. Outcomes
- **D. Guiding principles**

**Answer: D**

Explanation:

<https://www.bmc.com/blogs/itil-guiding-principles/>

### NEW QUESTION # 103

Which practice is most likely to benefit from the use of chatbots?

- A. Continual improvement
- B. Change enablement
- C. Service level management
- **D. Service desk**

**Answer: D**

#### NEW QUESTION # 104

Which practice has a purpose that includes managing authentication and non-repudiation?

- A. IT Asset Management
- B. Change enablement
- C. Service Configuration management
- **D. Information security management**

**Answer: D**

Explanation:

Explanation

Nonrepudiation provides an assurance that the sender of data is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the data.

Further, this concept can apply to any activity, not just the sending and receiving of data; in a more general sense, it is a mechanism to prove that an activity was performed and by whom. Nonrepudiation is typically comprised of authentication, auditing/logging, and cryptography services.

<https://www.sciencedirect.com/topics/computer-science/nonrepudiation>

#### NEW QUESTION # 105

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