

ITIL Test Tutorials & ITIL Valid Exam Questions

ITIL 4 Foundation Exam Details	
Type	The questions are all multiple-choice
Duration	Maximum 60 minutes for all candidates
Provisions for additional time relating to language	Candidates taking the exam in a language that is not their native or working language may be awarded 75 minutes in total
Prerequisite	Accredited ITIL Foundation is strongly recommended but is not a prerequisite
Supervisor	Yes
Open Book	No
Pass Score	26/40 or 65%
Delivery	This exam is available in Online or Paper based format

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EXIN ITIL Foundation (V4) Sample Questions (Q17-Q22):

NEW QUESTION # 17

Which of the following might be used to manage an Incident?

1. Incident Model
 2. Known Error Record
- A. 1 only
 - **B. Both of the above**
 - C. Neither of the above
 - D. 2 only

Answer: B

NEW QUESTION # 18

Which guiding principle recommends coordinating all dimensions of service management?

- A. Start where you are
- B. Progress iteratively with feedback
- **C. Think and work holistically**
- D. Keep it simple and practical

Answer: C

NEW QUESTION # 19

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Start where you are
- **B. Optimize and automate**
- C. Focus on value
- D. Think and work holistically

Answer: B

Explanation:

Reference: <https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-iti-4-practical-advice-to-help-you-make-decisions>

NEW QUESTION # 20

Which statement about service requests is CORRECT?

- **A. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment**
- B. Complex service requests should be dealt with as normal changes
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests that require simple workflows should be dealt with as incidents

Answer: A

NEW QUESTION # 21

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. No: a known error record should be created with the next release of the service
- **B. Yes: for ease of management, a known error record can be created at any time it is prudent to do so**
- C. No: a known error record is created when the original incident is raised
- D. No: a known error record must only be created after a workaround has been found

Answer: B

NEW QUESTION # 22

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