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The IT Infrastructure Library (ITIL) is a framework for IT service management (ITSM) that helps organizations streamline their IT processes and deliver services more efficiently. The ITIL 4 Foundation certification exam is the entry-level certification in the ITIL 4 certification scheme. ITIL 4 Foundation Exam certification is designed to provide candidates with an understanding of the key concepts, terminology, and principles of ITIL 4.

ITIL 4 Foundation exam is an excellent way for IT professionals and individuals interested in IT service management to gain a fundamental understanding of the ITIL framework. ITIL 4 Foundation Exam certification is globally recognized and can enhance an individual's career prospects in the IT industry. With the increasing demand for IT services, the ITIL 4 Foundation certification has become more relevant than ever before.

ITIL 4 Foundation Exam is a multiple-choice exam that consists of 40 questions. Candidates have 60 minutes to complete the exam and must achieve a score of 65% or higher to pass. ITIL-4-Foundation Exam can be taken online or at an accredited testing center. Study materials and training courses are available to help candidates prepare for the exam.

ITIL 4 Foundation Exam Sample Questions (Q411-Q416):

NEW QUESTION # 411

Which practice requires skills and competencies related to business analysis, supplier management and relationship management?

- A. Monitoring and event management
- B. IT asset management
- C. Incident management
- **D. Service level management**

Answer: D

Explanation:

Explanation/Reference: <https://advisera.com/20000academy/blog/2019/06/17/sfia-and-iti-a-winning-combination-for-it-businesses/>

NEW QUESTION # 412

Which practice forms a link between the service provider and the users of services?

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

Answer: A

NEW QUESTION # 413

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service transition
- **B. Continual service improvement**
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- C. Service operation
- D. Service strategy

Answer: B

NEW QUESTION # 414

Which TWO are important aspects of the 'service request management' practice?

1. Standardization and automation
2. Providing a variety of channels for access
3. Establishing a shared view of targets
4. Policies for approvals

- A. 3 and 4
- B. 2 and 3
- **C. 1 and 4**
- D. 1 and 2

Answer: C

NEW QUESTION # 415

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- B. It is stored in the configuration management system
- C. Meetings are always the best method of communication
- **D. It has an intended purpose or a resultant action**

Answer: D

NEW QUESTION # 416

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