

ITIL 4 Foundation

ITIL 4 FOUNDATION CERTIFICATION QUESTIONS & ANSWERS

Exam Summary – Syllabus – Questions

ITIL 4 FOUNDATION

[ITIL 4 Foundation](#)

40 Questions Exam – 65% Cut Score – Duration of 60 minutes

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Know Your ITIL 4 Foundation Certification Well:

The ITIL 4 Foundation is best suitable for candidates who want to gain knowledge in the ITIL IT Service Management (ITSM). Before you start your ITIL 4 Foundation preparation you may struggle to get all the crucial ITIL 4 Foundation materials like ITIL 4 Foundation syllabus, sample questions, study guide.

But don't worry the ITIL 4 Foundation PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the ITIL 4 Foundation syllabus?
- How many questions are there in the ITIL 4 Foundation exam?
- Which Practice test would help me to pass the ITIL 4 Foundation exam at the first attempt?

Passing the ITIL 4 Foundation exam makes you ITIL 4 Foundation. Having the ITIL 4 Foundation certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

ITIL 4 Foundation Certification Details:

Exam Name	ITIL 4 Foundation
Exam Code	ITIL 4 Foundation
Exam Fee	USD \$150
Exam Duration	60 Minutes
Number of Questions	40
Passing Score	65%
Format	Multiple Choice
Sample Questions	ITIL 4 Foundation Exam Sample Questions and Answers
Practice Exam	ITIL 4 Foundation Practice Test

ITIL 4 Foundation Syllabus:

Unit	Content
Understand the key concepts of service management	1. Recall the definition of: <ul style="list-style-type: none"> • Service • Utility • Warranty • Customer • User • Service management • Sponsor 2. Describe the key concepts of creating value with services: <ul style="list-style-type: none"> • Cost • Value • Organization • Outcome • Output • Risk • Utility • Warranty 3. Describe the key concepts of service relationships: <ul style="list-style-type: none"> • Service offering • Service relationship management • Service provision • Service consumption
Understand how the ITIL guiding principles can help an organization adopt and adapt service management	1. Describe the nature, use and interaction of the guiding principles 2. Explain the use of the guiding principles: <ul style="list-style-type: none"> • Focus on value • Start where you are • Progress iteratively with feedback • Collaborate and promote visibility • Think and work holistically • Keep it simple and practical • Optimize and automate
Understand the four dimensions of service management	1. Describe the four dimensions of service management: <ul style="list-style-type: none"> • Organizations and people

Unit	Content
	<ul style="list-style-type: none"> • Information and technology • Partners and suppliers • Value streams and processes
Understand the purpose and components of the ITIL service value system	1. Describe the ITIL service value system
Understand the activities of the service value chain, and how they interconnect	1. Describe the interconnected nature of the service value chain and how this supports value streams 2. Describe the purpose of each value chain activity: <ul style="list-style-type: none"> • Plan • Improve • Engage • Design & transition • Obtain/build • Deliver & support
Know the purpose and key terms of 15 ITIL practices	1. Recall the purpose of the following ITIL practices: <ul style="list-style-type: none"> • Information security management • Relationship management • Supplier management • IT asset management • Monitoring and event management • Release management • Service configuration management • Deployment management • Continual improvement • Change enablement • Incident management • Problem management • Service request management • Service desk • Service level management 2. Recall definitions of the following ITIL terms: <ul style="list-style-type: none"> • IT asset • Event • Configuration item • Change • Incident • Problem

Unit	Content
	<ul style="list-style-type: none"> • Known error
<p>Understand 7 ITIL practices</p>	<p>1. Explain the following ITIL practices in detail, excluding how they fit within the service value chain:</p> <ul style="list-style-type: none"> • Continual improvement including: <ul style="list-style-type: none"> - The continual improvement model • Change enablement • Incident management • Problem management • Service request management • Service desk • Service level management

ITIL 4 Foundation Sample Questions:

Question: 1

Why should service desk staff detect recurring issues?

- a) To help identify problems
- b) To escalate incidents to the correct support team
- c) To ensure effective handling of service requests
- d) To engage the correct change authority

Answer: a

Question: 2

How should an organization include third-party suppliers in the continual improvement of services?

- a) Ensure suppliers include details of their approach to service improvement in contracts
- b) Require evidence that the supplier uses agile development methods
- c) Require evidence that the supplier implements all improvements using project management practices
- d) Ensure that all supplier problem management activities result in improvements

Answer: a

Question: 3

What is the effect of increased automation on the 'service desk' practice?

- a) Greater ability to focus on customer experience when personal contact is needed
- b) Decrease in self-service incident logging and resolution
- c) Increased ability to focus on fixing technology instead of supporting people
- d) Elimination of the need to escalate incidents to support teams

Answer: a

Question: 4

Why should incidents be prioritized?

- a) To help automated matching of incidents to problems or known errors
- b) To identify which support team the incident should be escalated to
- c) To ensure that incidents with the highest business impact are resolved first
- d) To encourage a high level of collaboration within and between teams

Answer: c

Question: 5

Which term describes the functionality offered by a service?

- a) Cost
- b) Utility
- c) Warranty
- d) Risk

Answer: b

Question: 6

Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?

- a) Service configuration management
- b) Service desk
- c) IT asset management
- d) Monitoring and event management

Answer: a

Question: 7

What is the reason for using a balanced bundle of service metrics?

- a) It reduces the number of metrics that need to be collected
- b) It reports each service element separately
- c) It provides an outcome-based view of services
- d) It facilitates the automatic collection of metrics

Answer: c

Question: 8

What does the 'service request management' practice depend on for maximum efficiency?

- a) Compliments and complaints
- b) Self-service tools
- c) Processes and procedures
- d) Incident management

Answer: c

Question: 9

How do all value chain activities transform inputs to outputs?

- a) By determining service demand
- b) By using a combination of practices
- c) By using a single functional team
- d) By implementing process automation

Answer: b

Question: 10

Which guiding principle recommends assessing the current state and deciding what can be reused?

- a) Focus on value
- b) Start where you are
- c) Collaborate and promote visibility
- d) Progress iteratively with feedback

Answer: b

Study Guide to Crack ITIL 4 Foundation Exam:

- Getting details of the ITIL 4 Foundation syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the ITIL 4 Foundation exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the ITIL provided training for ITIL 4 Foundation exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the ITIL 4 Foundation sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on ITIL 4 Foundation practice tests is must. Continuous practice will make you an expert in all syllabus areas.

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