

# ITIL 4 Foundation

**ITIL 4 FOUNDATION CERTIFICATION QUESTIONS & ANSWERS**

**Details of the Exam-Syllabus-Questions**

## **ITIL 4 FOUNDATION**

[ITIL 4 Foundation](#)

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

**[www.ProcessExam.com](http://www.ProcessExam.com)**

## Table of Contents

Get an Overview of the ITIL 4 Foundation Certification:	3
Why Should You Earn the ITIL 4 Foundation Certification? .....	3
What Is the ITIL 4 Foundation Certification Exam Structure? .....	4
Enhance Knowledge with ITIL 4 Foundation Sample Questions: .....	4
What Study Guide Works Best in Acing the ITIL 4 Foundation Certification?.....	7
Explore the Syllabus Topics and Learn from the Core: .....	7
Make Your Schedule: .....	7
Get Expert Advice from the Training: .....	7
Get Access to the PDF Sample Questions: .....	7
Avoid Dumps and Utilize the ITIL 4 Foundation Practice Test: .....	7

# Get an Overview of the ITIL 4 Foundation Certification:

Who should take the [ITIL 4 Foundation exam](#)? This is the first question that comes to a candidate's mind when preparing for the ITIL 4 Foundation certification. The ITIL 4 Foundation certification is suitable for candidates who are keen to earn knowledge on the IT Service Management (ITSM) and grab their ITIL 4 Foundation. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But ITIL 4 Foundation study guide PDF is here to solve the problem. ITIL 4 Foundation PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

## Why Should You Earn the ITIL 4 Foundation Certification?

There are several reasons why one should grab the ITIL 4 Foundation certification.

- The ITIL 4 Foundation certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [ITIL 4 Foundation](#) is a powerful qualification for a prosperous career.

# What Is the ITIL 4 Foundation Certification Exam Structure?

<b>Exam Name</b>	ITIL 4 Foundation
<b>Exam Code</b>	ITIL 4 Foundation
<b>Exam Fee</b>	USD \$150
<b>Exam Duration</b>	60 Minutes
<b>Number of Questions</b>	40
<b>Passing Score</b>	65%
<b>Format</b>	Multiple Choice
<b>Sample Questions</b>	<a href="#">ITIL 4 Foundation Exam Sample Questions and Answers</a>
<b>Practice Exam</b>	<a href="#">ITIL 4 Foundation Practice Test</a>

## Enhance Knowledge with 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 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: 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**

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: 5**

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: 6**

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: 7**

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: 8**

Which term describes the functionality offered by a service?

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

**Answer: b**

**Question: 9**

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: 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**

# What Study Guide Works Best in Acing the ITIL 4 Foundation Certification?

The ITIL 4 Foundation study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

## Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the ITIL 4 Foundation exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

## Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

## Get Expert Advice from the Training:

Do not forget to join the ITIL 4 Foundation training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

## Get Access to the PDF Sample Questions:

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

## Avoid Dumps and Utilize the ITIL 4 Foundation Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, ITIL 4 Foundation practice tests always stand out to be the better choice than dumps PDF.

### **Avail the Proven ITIL 4 Foundation Practice Test for Success!!!**

Do you want to pass the ITIL 4 Foundation exam on your first attempt? Stop worrying; we, ProcessExam.com are here to provide you the best experience during your ITIL 4 Foundation preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [ITIL 4 Foundation practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.