



# ITIL-F<sup>Q&As</sup>

ITIL Foundation

## Pass EXIN ITIL-F Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/itil-f.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





#### QUESTION 1

What does the continual service improvement (CSI) approach enable a business to achieve?

- A. It keeps the communication going within the business.
- B. It helps the business in making decisions on improvement initiatives.
- C. It helps the stakeholders understand their customers.
- D. It dictates the way the business interacts with external suppliers.

Correct Answer: C

---

#### QUESTION 2

Which of the following are CORRECT Service Design Aspects? 1) Service Solutions for new or changed services 2) Management policies and guidelines 3) Business requirements technology and management architectures 4) Process requirements technology and management architectures

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

Correct Answer: D

---

#### QUESTION 3

Can service operation improve efficiency in the business operation by automating common routines?

- A. No, automating common routines improves effectiveness but not efficiency
- B. Yes, through automating common routines and introducing the service knowledge management System (SKMS)
- C. Yes, through automating common routines, more productive work can be carried out
- D. No, automating common routines only results in preventing common problems

Correct Answer: B

---

#### QUESTION 4

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?



- A. Data
- B. Information
- C. Knowledge
- D. Governance

Correct Answer: C

---

#### QUESTION 5

What BEST describes the value of service design to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It reduces total cost of ownership (TCO) of services
- C. It improves the control of service assets and configurations
- D. It provides quick and effective access to standard services

Correct Answer: B

[ITIL-F Practice Test](#)

[ITIL-F Study Guide](#)

[ITIL-F Exam Questions](#)