

Itil Foundation Exam Questions And Answers 2018

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ITIL Foundation Exam Questions and Answers 2018: Your Path to Certification Success

Are you gearing up for the ITIL Foundation exam? Feeling overwhelmed by the sheer volume of information? This comprehensive guide provides you with a focused selection of ITIL Foundation exam questions and answers, specifically tailored to the 2018 syllabus. While the core principles of ITIL remain consistent, this post helps you hone your understanding of key concepts and boost your confidence before test day. We'll explore crucial areas, providing insights and explanations to help you confidently answer those tricky questions. Let's get started!

Understanding the ITIL Foundation Exam

The ITIL Foundation exam is the entry point to the IT Infrastructure Library (ITIL) framework, a widely recognized best practice for IT service management. Passing this exam signifies your fundamental understanding of ITIL principles and processes. The 2018 version, while now superseded by newer iterations, still provides a solid foundation for understanding modern IT service management practices. Many of the core concepts remain relevant. This guide focuses on the key areas frequently tested in the 2018 exam.

Sample ITIL Foundation Exam Questions and Answers (2018 Syllabus Focus)

Here, we'll dive into some example questions, focusing on the core areas covered in the 2018 ITIL Foundation exam. Remember, memorizing answers isn't the key to success; understanding the why behind the answer is crucial.

Service Strategy

Question 1: What is the primary goal of Service Strategy within the ITIL framework?

Answer: To align IT services with business needs and objectives, ensuring they contribute to overall business value. This involves understanding market demands, setting strategic direction, and defining service portfolios.

Service Design

Question 2: Which ITIL process is responsible for defining the design of services and ensuring they meet business requirements?

Answer: Service Design. This includes defining service level agreements (SLAs), designing service components, and creating a comprehensive service catalogue.

Service Transition

Question 3: What is the key objective of the Service Transition process?

Answer: To plan, support, and manage the transition of new and changed services into a live

environment with minimal disruption. This involves change management, release management, and knowledge management.

Service Operation

Question 4: Which ITIL process is responsible for ensuring the day-to-day running of IT services?

Answer: Service Operation. This includes incident management, problem management, request fulfillment, and access management, all geared towards maintaining service availability and performance.

Continual Service Improvement

Question 5: What is the primary aim of Continual Service Improvement (CSI)?

Answer: To continually improve the effectiveness and efficiency of IT service management processes. This involves identifying areas for improvement, implementing changes, and measuring the impact of those changes.

Key Concepts to Master for the ITIL Foundation Exam (2018)

Beyond the specific questions, let's highlight some crucial concepts you should thoroughly understand for the 2018 exam:

Understanding the ITIL lifecycle

Grasping the five core lifecycle stages (Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement) is paramount. Know their interdependencies and how each contributes to the overall success of IT service management.

Service Level Agreements (SLAs)

SLAs are a cornerstone of ITIL. Understand their purpose, components, and how they are used to define service expectations and measure performance.

Incident Management vs. Problem Management

Clearly differentiate between incident management (reactive, resolving immediate disruptions) and problem management (proactive, identifying and addressing underlying causes of incidents).

Change Management

Comprehend the importance of a structured change management process to minimize disruption during service modifications.

Knowledge Management

Understand how effective knowledge management contributes to improved service delivery and problem resolution.

Tips for Success on Your ITIL Foundation Exam

Practice, practice, practice: Utilize practice exams and quizzes to reinforce your understanding.
Focus on concepts: Don't just memorize answers; understand the underlying principles.
Review the official ITIL Foundation syllabus: Ensure you cover all the necessary topics.
Utilize reputable study materials: Choose high-quality study guides and training courses.
Stay calm and focused during the exam: Take your time and read each question carefully.

Conclusion

Passing the ITIL Foundation exam is a significant achievement, demonstrating your understanding of best practices in IT service management. While this post provides a helpful starting point with examples focused on the 2018 syllabus, remember to supplement this with thorough study using updated materials. The core concepts remain valuable, but always check the latest official ITIL guidelines for the most current information. Good luck!

Frequently Asked Questions (FAQs)

Q1: Is the 2018 ITIL Foundation exam still valid? A: While a newer version exists, much of the core

content remains relevant. However, it's best to review the updated ITIL 4 framework for the most current best practices.

Q2: Where can I find official ITIL study materials? A: Check the official AXELOS website for accredited training providers and study materials.

Q3: How many questions are on the ITIL Foundation exam? A: The exam typically consists of multiple-choice questions. The exact number may vary depending on the version.

Q4: What is the passing score for the ITIL Foundation exam? A: The passing score varies, but generally requires a significant percentage of correct answers. Check with your exam provider for specifics.

Q5: Can I retake the ITIL Foundation exam if I fail? A: Yes, you can usually retake the exam after a specified waiting period. Consult your exam provider for details.

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can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

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result of collaboration between the Project Management Institute and the Agile Alliance.

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This is the first book written specifically for the new PMI-ACP exam. It is a single, compact reference that will help the reader prepare for and pass the certification exam. Contents include:

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Doshi Hemang Doshi, 2018-07-02 After launch of Hemang Doshi's CISA Video series, there was huge demand for simplified text version for CISA Studies. This book has been designed on the basis of official resources of ISACA with more simplified and lucid language and explanation. Book has been designed considering following objectives: * CISA aspirants with non-technical background can easily grasp the subject. * Use of SmartArts to review topics at the shortest possible time. * Topics have been profusely illustrated with diagrams and examples to make the concept more practical and simple. * To get good score in CISA, 2 things are very important. One is to understand the concept and second is how to deal with same in exam. This book takes care of both the aspects. * Topics are aligned as per official CISA Review Manual. This book can be used to supplement CRM. * Questions, Answers & Explanations (QAE) are available for each topic for better understanding. QAEs are designed as per actual exam pattern. * Book contains last minute revision for each topic. * Book is designed as per exam perspective. We have purposefully avoided certain topics which have nil or negligible weightage in cisa exam. To cover entire syllabus, it is highly recommended to study CRM. * We will feel immensely rewarded if CISA aspirants find this book helpful in achieving grand success in academic as well as professional world.

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all-inclusive, self-study guide for the PMI's Project Management Professional (PMP) certification exam, this kit provides all the information project managers need to thoroughly prepare for the test. It contains the book *The PMP Exam: How to Pass on Your First Try*; hundreds of flash cards to help with memorization of key points; a laminated quick reference guide; a six-month online subscription to the PMP course in InSite (the top PMP e-learning site); and five audio CDs featuring experts Andy Crowe, Bill Yates, and Louis Alderman discussing the main points and concepts for the exam. The included learning materials cover all the processes, inputs, tools, and outputs that will be tested, along with insider secrets, test tricks and tips, hundreds of sample questions, and exercises designed to strengthen mastery of key concepts to help you pass the exam with confidence.

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