

# Information Technology Infrastructure Library (ITIL) Foundation Practice Exam (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. What categorization would a supplier providing medium risk services to the business receive?**
  - A. Commodity supplier**
  - B. Operational supplier**
  - C. Tactical supplier**
  - D. Strategic supplier**
  
- 2. What is the goal of continual service improvement?**
  - A. To provide immediate solutions to incidents**
  - B. To align IT services with changing business needs**
  - C. To manage service desk operations**
  - D. To restore services quickly**
  
- 3. What does Business Continuity Management primarily aim to protect?**
  - A. Non-critical services**
  - B. Employee job satisfaction**
  - C. Critical business functions**
  - D. Technological upgrades**
  
- 4. What is the main purpose of the CSI register?**
  - A. To capture a baseline for future opportunities**
  - B. To record all key performance indicators for each process**
  - C. To give visibility to, and to record all improvement opportunities**
  - D. To log all changes resulting from service improvement initiatives**
  
- 5. What is the significance of the 'Service Value Chain' in ITIL?**
  - A. It outlines the company hierarchy**
  - B. It defines the activities necessary to deliver products only**
  - C. It describes the activities an organization undertakes to create value for its stakeholders through services**
  - D. It focuses on cost-cutting measures exclusively**

- 6. What is the significance of Service Level Agreements (SLAs)?**
- A. They define the service provider's internal policies**
  - B. They outline the user's expectations of service delivery**
  - C. They help in achieving organizational objectives**
  - D. They document the success metrics for IT staff**
- 7. What is a Service Catalog?**
- A. A guideline for future IT service development**
  - B. A structured document or database that contains information about all live IT services**
  - C. A report of all incidents that occurred in a given period**
  - D. A list of available hardware and software in an organization**
- 8. Which component is a fundamental element of a service definition?**
- A. Infrastructure used**
  - B. Service outcomes**
  - C. Time to resolve**
  - D. Service teams**
- 9. What is the objective of the Service Desk function?**
- A. To manage IT budgets**
  - B. To serve as the only contact point for users**
  - C. To develop IT policies**
  - D. To conduct IT training**
- 10. When the customer is supported by technology alone from its service provider, this is known as what?**
- A. Discovery technology**
  - B. Remote support**
  - C. Self-service**
  - D. Diagnostic utilities**



## Answers

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1. C
2. B
3. C
4. C
5. C
6. B
7. B
8. B
9. B
10. C

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## **Explanations**

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**1. What categorization would a supplier providing medium risk services to the business receive?**

- A. Commodity supplier**
- B. Operational supplier**
- C. Tactical supplier**
- D. Strategic supplier**

A supplier providing medium risk services to the business would appropriately be categorized as a tactical supplier. This classification reflects the importance of the supplier's services to the organization and the level of risk involved. Tactical suppliers typically fill a specific need and support operational objectives, striking a balance between importance and risk. These suppliers contribute to the day-to-day operations but are not critical to the strategic direction of the organization. Therefore, they are viewed as valuable but not indispensable, aligning well with the medium risk assessment. In contrast, commodity suppliers provide low-risk, standardized services or products that are essential but not specifically tailored to an organization's strategic needs. Operational suppliers are crucial for the regular operations of a business, potentially involving higher risk, while strategic suppliers play a vital role in long-term business success and are considered high-risk due to their significant impact on strategic objectives. The tactical classification suits a supplier with medium risk because it recognizes both their operational significance and the manageable risk profile.

**2. What is the goal of continual service improvement?**

- A. To provide immediate solutions to incidents**
- B. To align IT services with changing business needs**
- C. To manage service desk operations**
- D. To restore services quickly**

The goal of continual service improvement (CSI) is to align IT services with changing business needs. This process ensures that the IT services are not only meeting the current demands of the business but are also adaptable to future requirements. By focusing on continuous evaluation and enhancement of services, organizations can remain competitive and responsive to changes in the market, customer expectations, and technology advancements. CSI promotes a culture of ongoing reflection and improvement, utilizing various methods such as analyzing service performance metrics, gathering stakeholder feedback, and implementing improvements based on this data. This proactive approach plays a crucial role in the overall service lifecycle within the ITIL framework, ensuring that services evolve in tandem with the needs of the business. While immediate solutions to incidents, managing service desk operations, and restoring services quickly are important aspects of IT service management, they do not encompass the broader goal of aligning IT services with the dynamic nature of business strategies and requirements, which is at the heart of continual service improvement.

### 3. What does Business Continuity Management primarily aim to protect?

- A. Non-critical services
- B. Employee job satisfaction
- C. Critical business functions**
- D. Technological upgrades

Business Continuity Management (BCM) is designed to ensure that an organization can continue its critical operations and functions during and after a significant disruption. It focuses on identifying and managing potential risks that could impact essential services and processes, enabling the business to recover and maintain operations effectively. Critical business functions are vital to the organization's survival and ongoing success, such as fundamental processes that drive revenue, maintain customer satisfaction, and uphold compliance with regulations and standards. BCM establishes strategies, plans, and measures to protect these functions from a wide range of threats, such as natural disasters, cyber-attacks, or other unforeseen events. The other options, while potentially relevant to business operations, are not the primary target of BCM. Non-critical services may be phased out or scaled back during a crisis, employee job satisfaction can be a focus of human resources but does not directly address operational continuity, and technological upgrades are typically upstream of continuity considerations. Thus, the emphasis of BCM is on preserving those activities that are essential for organizational viability, making critical business functions the correct response.

### 4. What is the main purpose of the CSI register?

- A. To capture a baseline for future opportunities
- B. To record all key performance indicators for each process
- C. To give visibility to, and to record all improvement opportunities**
- D. To log all changes resulting from service improvement initiatives

The primary purpose of the Continual Service Improvement (CSI) register is to provide visibility to, and to record all improvement opportunities identified throughout the service lifecycle. The CSI register acts as a central repository for documenting these opportunities, which might arise from various sources such as service reviews, problem resolutions, or stakeholder feedback. By maintaining a comprehensive record, the CSI register helps organizations prioritize improvement initiatives, assess their potential benefits, and track their progress. This ensures that opportunities for enhancing services, processes, and overall performance are captured and addressed systematically, facilitating a culture of continual improvement across the organization. Other options, while related to aspects of improvement and measurement, do not specifically encapsulate the distinct purpose of the CSI register to serve as a visibility tool for recording all improvement opportunities.

## 5. What is the significance of the 'Service Value Chain' in ITIL?

- A. It outlines the company hierarchy
- B. It defines the activities necessary to deliver products only
- C. It describes the activities an organization undertakes to create value for its stakeholders through services**
- D. It focuses on cost-cutting measures exclusively

The Service Value Chain is a central element of the ITIL framework that emphasizes how organizations can create value through the delivery of services. It is designed to provide a structured approach to creating and managing value, encompassing a series of interconnected activities that transform inputs into valuable outputs for stakeholders. By describing the activities that an organization undertakes to create value for its stakeholders, the Service Value Chain connects various service management practices into a cohesive workflow. This holistic view enables organizations to understand how different functions and processes interact to deliver services, ensuring that customer needs are met effectively and efficiently. The focus is not just on the end products but on the overall service experience and relationship with stakeholders, highlighting the importance of collaboration across the organization. In contrast, the other choices do not accurately reflect the purpose of the Service Value Chain. A focus on company hierarchy pertains to organizational structure rather than value creation. Defining activities to deliver products only neglects the broader context of services and stakeholder value. An emphasis solely on cost-cutting measures misses the point of value creation, which encompasses quality, efficiency, and customer satisfaction beyond just reducing expenses.

## 6. What is the significance of Service Level Agreements (SLAs)?

- A. They define the service provider's internal policies
- B. They outline the user's expectations of service delivery**
- C. They help in achieving organizational objectives
- D. They document the success metrics for IT staff

The significance of Service Level Agreements (SLAs) primarily lies in their ability to outline the user's expectations of service delivery. SLAs create a formalized framework that specifies what the service provider will deliver, including the quality, availability, and responsibilities tied to the service. By clearly defining these expectations, SLAs ensure that both the service provider and the user have a mutual understanding of what is to be expected, thereby facilitating trust and accountability. Additionally, SLAs serve as a reference point for evaluating the service - assisting in the management of relationships and aligning service delivery with business needs. When SLAs are effectively implemented, they become vital tools for service continuity and performance management, allowing users to hold service providers accountable for meeting agreed-upon standards. This clarity in expectations is essential for both parties as it helps to prevent misunderstandings and disputes related to service performance. In contrast, while internal policies, organizational objectives, and success metrics are important aspects of service management, they are not the primary purpose of SLAs. SLAs focus explicitly on the relationship between the service provider and the customer, ensuring service delivery meets the user's needs.

## 7. What is a Service Catalog?

- A. A guideline for future IT service development
- B. A structured document or database that contains information about all live IT services**
- C. A report of all incidents that occurred in a given period
- D. A list of available hardware and software in an organization

A Service Catalog is fundamentally a structured document or database that contains comprehensive information about all live IT services offered by an organization. It serves as a crucial component in the service management process as it provides a clear and formalized view of what services are available to customers, including details such as service descriptions, service level agreements (SLAs), procedures for accessing the services, and any associated costs. This clarity helps end users understand what they can expect from IT services and how to request them, thereby improving communication and service delivery within the organization. The emphasis on live services in the definition underscores the importance of maintaining an accurate representation of services currently in operation, allowing for effective service management and ensuring that stakeholders can make informed decisions based on real-time information. This is essential for any organization seeking to manage its IT services effectively and align them with business needs. Other options do not encapsulate the full function and structure of a Service Catalog. While guidelines for future IT service development and reports of incidents provide valuable insights, they do not directly relate to the services that an organization provides in the present. Similarly, a list of available hardware and software might be part of an asset inventory, but it doesn't encompass the service-oriented approach that a Service Catalog entails.

## 8. Which component is a fundamental element of a service definition?

- A. Infrastructure used
- B. Service outcomes**
- C. Time to resolve
- D. Service teams

Service outcomes are a fundamental component of a service definition because they describe the value that the service delivers to users or customers. Essentially, the outcomes reflect what the service aims to achieve and how it meets the needs of stakeholders. By focusing on outcomes, organizations can ensure that the services provided align with customer expectations and contribute to overall business objectives. For instance, when defining a service, it is crucial to articulate the desired results, such as improved efficiency, enhanced customer satisfaction, or cost reduction. This outcomes-focused approach enables better measurement of service performance and provides a clear basis for continuous improvement. The other components, although important, do not capture the essence of a service in the same way. While infrastructure refers to the technical resources used to deliver a service, it does not define what the service is or its intended impact. Time to resolve pertains to service management metrics and operational effectiveness, focusing on the efficiency of service delivery rather than its purpose. Similarly, service teams are vital for delivering the service but do not encompass what the service actually achieves from the customer's perspective.

## 9. What is the objective of the Service Desk function?

- A. To manage IT budgets
- B. To serve as the only contact point for users**
- C. To develop IT policies
- D. To conduct IT training

The objective of the Service Desk function is to serve as the single point of contact for users who need assistance with IT services. This is fundamental to ITIL practices, as the Service Desk acts as the liaison between service providers and users, facilitating communication and ensuring that user issues, requests, and incidents are managed efficiently. By being the centralized contact point, the Service Desk helps streamline processes, reduce confusion, and improve user satisfaction by providing timely support and information. While managing IT budgets, developing IT policies, and conducting IT training are also important functions within IT organizations, they do not capture the core purpose of the Service Desk function, which is primarily focused on user interaction and service management.

## 10. When the customer is supported by technology alone from its service provider, this is known as what?

- A. Discovery technology
- B. Remote support
- C. Self-service**
- D. Diagnostic utilities

The scenario described fits the concept of self-service, which refers to the situation where customers can access services and support resources directly through technology without needing to engage with human support representatives. Self-service empowers customers by allowing them to resolve problems, access information, and utilize resources at their convenience. This customer-centric approach often includes portals or applications that enable users to find knowledge articles, submit support tickets, or even reset passwords independently. By utilizing self-service, organizations can enhance customer satisfaction while optimizing operational efficiency, as it reduces dependence on direct support from service staff. The other concepts, while related to support and technology, do not encapsulate the idea of customers being solely reliant on technology for assistance in the same way. Discovery technology typically focuses on identifying assets and their configurations, remote support suggests live interactions over a distance, and diagnostic utilities refer to tools used to assess and troubleshoot issues. Each of these plays a role in the broader context of service provision but does not align with the self-service model where technology alone meets customer needs.



## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://itil-foundation.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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