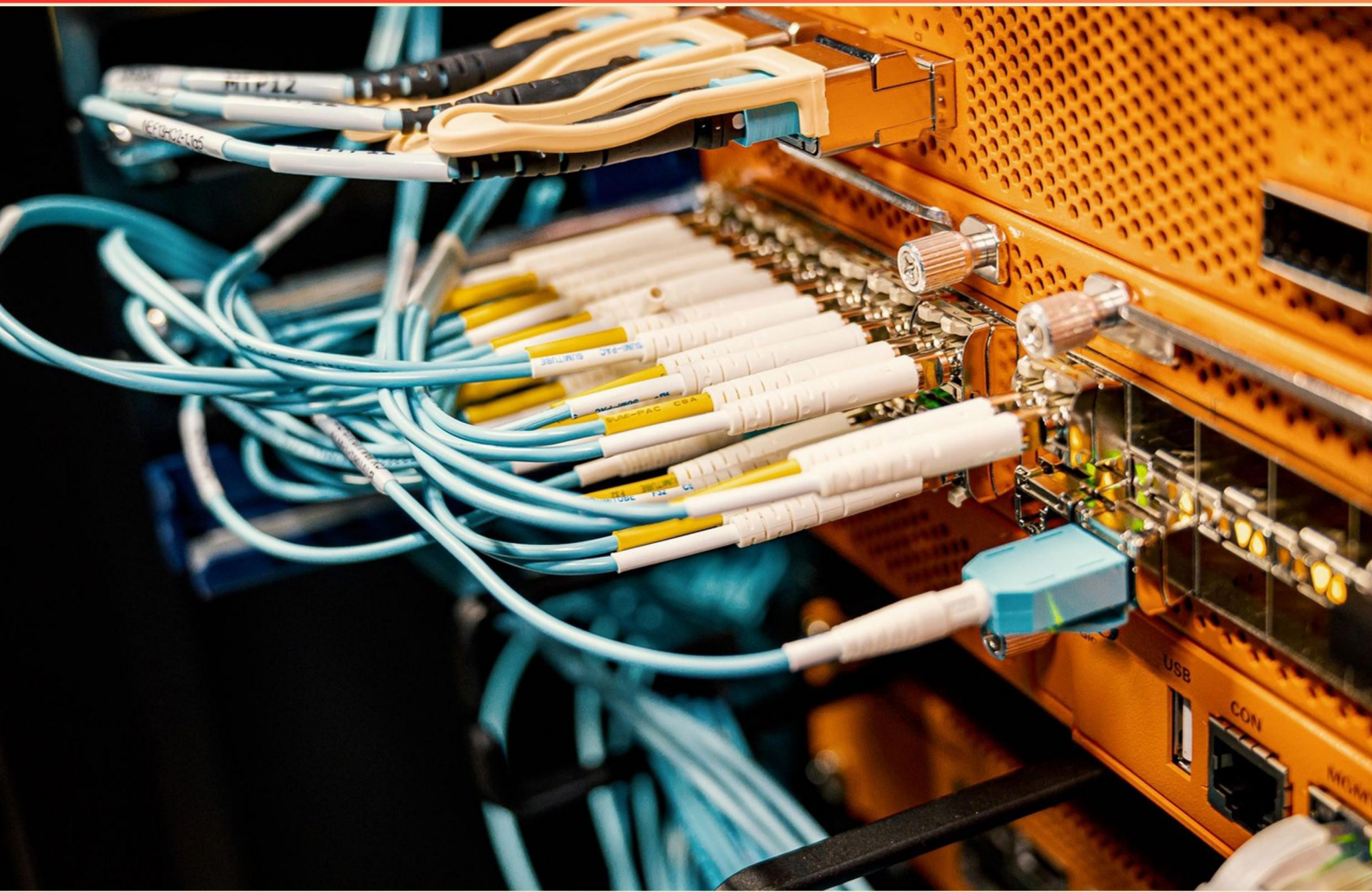


INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) FOUNDATION PRACTICE EXAM (SAMPLE)

STUDY GUIDE



Prepare with structure. Pass with confidence



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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. Which process assesses the impact of changes on the IT infrastructure and services?**
 - A. Change Management
 - B. Problem Management
 - C. Configuration Management
 - D. Release Management

- 2. To answer the question 'Where are we now?' in the continual service approach, what do we need to know?**
 - A. How we will keep the momentum going
 - B. The current baseline assessments
 - C. The business vision
 - D. The new measurement targets

- 3. What is the primary purpose of problem management?**
 - A. To understand the root cause of one or more incidents and identify a fix
 - B. To manage major incidents
 - C. To restore service quickly and minimize the adverse impact on business operations
 - D. To provide a workaround on all problems

- 4. Which aspect is essential to successful release and deployment management?**
 - A. Adherence to service level agreements
 - B. Provision of user training
 - C. Involvement of all stakeholders
 - D. Effective change management

- 5. How does ITIL define 'Change'?**
 - A. Any addition, modification, or removal of anything that could affect IT services.
 - B. A scheduled update to IT systems.
 - C. An adjustment made in response to user feedback.
 - D. A request made by service users.

- 6. Which process ensures that the integrity and security of service assets are maintained?**
- A. Service Level Management
 - B. Configuration Management
 - C. Change Management
 - D. Incident Management
- 7. Which of the following elements must be defined as part of a process?**
- A. The activities contained within the process
 - B. The process policy
 - C. Roles within the organization that will need to carry out the process
 - D. Appropriate metrics for the process
- 8. How does ITIL define a 'critical incident'?**
- A. An incident that requires minor adjustments
 - B. An incident that results in significant disruption to the business
 - C. An incident that can be postponed without impact
 - D. An incident that affects a single user
- 9. Which aspect is missing from the five aspects of a successful service design stage?**
- A. The design of the management information systems and tools
 - B. The design of the technology and management architectures
 - C. The design of the processes
 - D. The design of the measurement methods and metrics
- 10. What is essential for establishing a clear scope for a process?**
- A. Documenting potential risks
 - B. Creating a process policy
 - C. Identifying roles and responsibilities
 - D. Defining appropriate metrics

Answers

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

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Explanations

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1. Which process assesses the impact of changes on the IT infrastructure and services?

- A. Change Management**
- B. Problem Management
- C. Configuration Management
- D. Release Management

Change Management is the process that specifically focuses on assessing the impact of changes on the IT infrastructure and services. Its primary goal is to ensure that changes are implemented with minimal disruption to the IT services while maximizing the benefits of those changes. This process involves evaluating requests for change (RFCs) to determine the potential repercussions and risks associated with the change. By assessing the impact, Change Management helps avoid unnecessary outages or service disruptions by ensuring that all necessary considerations are taken into account before a change is approved. In contrast, Problem Management deals with identifying and managing the root causes of incidents to minimize their impact, focusing on long-term resolutions rather than individual changes. Configuration Management maintains the information about the configuration items (CIs) in the IT infrastructure, providing a clear overview of what exists but does not assess the impact of changes directly. Release Management focuses more on planning and controlling the movement of releases to test and live environments but does not assess the impact of changes themselves in the context of approved modifications. Therefore, the emphasis on evaluating risks, benefits, and impacts related specifically to changes instituted within the IT infrastructure categorizes Change Management as the correct answer.

2. To answer the question 'Where are we now?' in the continual service approach, what do we need to know?

- A. How we will keep the momentum going
- B. The current baseline assessments**
- C. The business vision
- D. The new measurement targets

In the context of the continual service improvement approach, the question "Where are we now?" fundamentally revolves around understanding the current state of services and processes. To answer this question effectively, it is essential to focus on current baseline assessments. Baseline assessments provide a snapshot of performance and service quality at a specific point in time. This includes metrics and key performance indicators (KPIs) that highlight how services are currently functioning, allowing organizations to identify areas for improvement. By knowing the current state, teams can compare future performance against this baseline, measure progress over time, and determine whether improvements have been effective. Understanding the current baseline also enables organizations to make informed decisions about where to focus their improvement efforts and to set realistic objectives that are aligned with their strategic goals. Thus, having clear insight into existing performance metrics is crucial for any successful continual service improvement initiative.

3. What is the primary purpose of problem management?

- A. To understand the root cause of one or more incidents and identify a fix
- B. To manage major incidents
- C. To restore service quickly and minimize the adverse impact on business operations
- D. To provide a workaround on all problems

The primary purpose of problem management is to understand the root cause of one or more incidents and identify a fix. This aspect of problem management is critical because it focuses on eliminating the underlying reasons that cause incidents rather than just addressing the immediate symptoms. By identifying and resolving the root causes, problem management aims to prevent incidents from recurring in the future, which enhances the overall stability and reliability of IT services. This process involves analyzing incidents, gathering data, and conducting investigations, ultimately leading to a deeper understanding of the issues at hand and the implementation of long-term solutions. Other choices highlight important aspects of IT service management but do not encapsulate the primary goal of problem management itself. Managing major incidents emphasizes a reactive approach rather than the proactive analysis required by problem management. Restoring service quickly is more aligned with incident management, which focuses on immediate responses to service interruptions. Providing workarounds pertains to temporary solutions, which is a part of problem management, but the core purpose is more about finding permanent fixes to prevent recurrence.

4. Which aspect is essential to successful release and deployment management?

- A. Adherence to service level agreements
- B. Provision of user training
- C. Involvement of all stakeholders
- D. Effective change management

Successful release and deployment management hinges on the involvement of all stakeholders. This collaborative approach ensures that various perspectives and requirements are considered, leading to smoother transitions and greater satisfaction among users and other affected parties. Engaging stakeholders—including technical teams, business users, and management—allows for a comprehensive understanding of the impacts of the release, ensures that user needs are met, and fosters ownership of the changes being implemented. By involving all relevant parties, organizations can address concerns early in the process, align objectives, and facilitate the acceptance of new or modified services. This engagement can also help in identifying potential risks associated with the release, enabling better planning and execution to mitigate those risks. While adherence to service level agreements, provision of user training, and effective change management are important to the broader context of IT service management, they do not encapsulate the core necessity of ensuring that all stakeholder perspectives are integrated into the release and deployment process. Each of those elements may contribute to a successful release, but without stakeholder involvement, the release may not fully align with business needs or user expectations.

5. How does ITIL define 'Change'?

- A. Any addition, modification, or removal of anything that could affect IT services.**
- B. A scheduled update to IT systems.
- C. An adjustment made in response to user feedback.
- D. A request made by service users.

ITIL defines 'Change' as any addition, modification, or removal of anything that could affect IT services. This definition is broad and encompasses a wide range of activities that can impact the performance, reliability, and functionality of IT services. By including all possible alterations to the IT environment, the definition helps organizations manage risks and ensure that changes are made in a controlled manner. Understanding this concept is crucial because it underlines the importance of evaluating changes not just based on their immediate impact, but also on their potential effects on the overall service delivery. Consequently, this holistic view aids in minimizing disruptions and ensuring that IT services meet the desired quality and performance standards. The other options are more limited in scope. A scheduled update specifically pertains to planned changes, while an adjustment made in response to user feedback focuses solely on reactive change management. Similarly, a request made by service users does not encompass changes that may arise from internal processes or other external factors, which are integral to ITIL's comprehensive approach to change management.

6. Which process ensures that the integrity and security of service assets are maintained?

- A. Service Level Management
- B. Configuration Management**
- C. Change Management
- D. Incident Management

The process that ensures the integrity and security of service assets is Configuration Management. This process is crucial in maintaining an accurate record of all the components that make up the IT infrastructure, known as the Configuration Management Database (CMDB). By documenting the details of these assets, Configuration Management helps in understanding the relationships between different components and ensuring that each asset is properly managed and secured. One of its key objectives is to maintain the integrity of service assets, which includes monitoring their status and ensuring that any changes to these assets do not compromise their integrity or security. This is vital for effective risk management, as it allows organizations to identify vulnerabilities and implement controls to protect their assets. In contrast, Service Level Management focuses on defining and managing service levels in accordance with customer expectations, while Change Management deals with controlling modifications to the IT environment to minimize disruptions and ensure that changes are efficiently implemented. Incident Management addresses the resolution of service disruptions but does not have a direct focus on the integrity and security of service assets. Overall, the primary role of Configuration Management in safeguarding the integrity and security of service assets distinctly aligns it as the right choice in this context.

7. Which of the following elements must be defined as part of a process?

- A. The activities contained within the process
- B. The process policy
- C. Roles within the organization that will need to carry out the process
- D. Appropriate metrics for the process**

The correct choice emphasizes the importance of appropriate metrics for a process. Metrics are essential because they provide tangible measures to evaluate the performance and effectiveness of the process being implemented. By defining metrics, organizations can track progress, identify areas for improvement, and ensure that the process aligns with overall business objectives. This focus on measurement supports continuous improvement and helps ensure that the process delivers the intended outcomes. While the other elements, such as activities, policy, and roles, are indeed important for defining a process, metrics specifically address how the success and efficiency of those elements will be assessed. This makes metrics a crucial component for understanding not just whether a process is being followed, but how well it is functioning and delivering value to the organization.

8. How does ITIL define a 'critical incident'?

- A. An incident that requires minor adjustments
- B. An incident that results in significant disruption to the business**
- C. An incident that can be postponed without impact
- D. An incident that affects a single user

ITIL defines a 'critical incident' as an incident that results in significant disruption to the business. This classification emphasizes the substantial impact that certain incidents can have on organizational operations, potentially affecting critical services and processes. The focus is on the disruption's severity and its effects on business continuity, highlighting the necessity for urgent response and resolution. A critical incident typically requires immediate attention and may involve multiple stakeholders or complex issues to restore normal service operations. The other options do not align with the definition of a critical incident because they either refer to minor issues that do not significantly affect business operations, or they describe situations that allow for delays without consequences, which directly contradicts the urgency that characterizes a critical incident. Additionally, incidents affecting a single user do not typically escalate to the level of being classified as critical unless they have broader implications, reinforcing the distinction that critical incidents are those that impact the organization on a larger scale.

9. Which aspect is missing from the five aspects of a successful service design stage?

- A. The design of the management information systems and tools
- B. The design of the technology and management architectures
- C. The design of the processes**
- D. The design of the measurement methods and metrics

In the context of ITIL, the five aspects of service design encompass various critical elements necessary for providing effective and efficient services. These aspects typically include the design of services, tools, processes, metrics, and architectures. When evaluating the choice related to the design of the processes, it becomes evident that this is a fundamental component within service design. Properly designed processes ensure that services are delivered consistently and meet the expectations of stakeholders. The effectiveness of any service relies significantly on how well the underlying processes are structured, documented, and managed. Therefore, the omission of process design from the five aspects illustrates a significant gap, as it underpins the operation and delivery of services. In contrast, while the design of management information systems and tools, technology and management architectures, and measurement methods and metrics are crucial to the overall service design, they do not elucidate a complete picture without the consideration of processes. Each of these elements supports service operations, but without effective processes, the service may fail to deliver value, leading to ineffective service management. Thus, recognizing the importance of every aspect, it is clear that the design of processes is an essential element that is indeed missing from the mentioned successful service design stage, highlighting its pivotal role in ensuring cohesive service delivery.

10. What is essential for establishing a clear scope for a process?

- A. Documenting potential risks
- B. Creating a process policy**
- C. Identifying roles and responsibilities
- D. Defining appropriate metrics

Creating a process policy is essential for establishing a clear scope for a process because it serves as a guiding document that outlines the purpose, objectives, and boundaries of the process. This policy defines how the process aligns with the overall organizational goals and strategies, ensuring that all stakeholders have a common understanding of what the process is intended to achieve. A process policy outlines the scope by specifying what is included within the process and what is excluded, thus preventing ambiguity about the responsibilities and deliverables tied to that process. It also helps to provide clarity on expectations, which is crucial for effective communication and execution across various teams involved in the process. In addition to defining the scope, a well-crafted process policy addresses compliance and governance aspects, ensuring that the process adheres to relevant regulatory and organizational standards. By having this foundational document, organizations can better manage their processes, monitor performance, and make informed decisions based on a clearly defined framework.

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.

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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