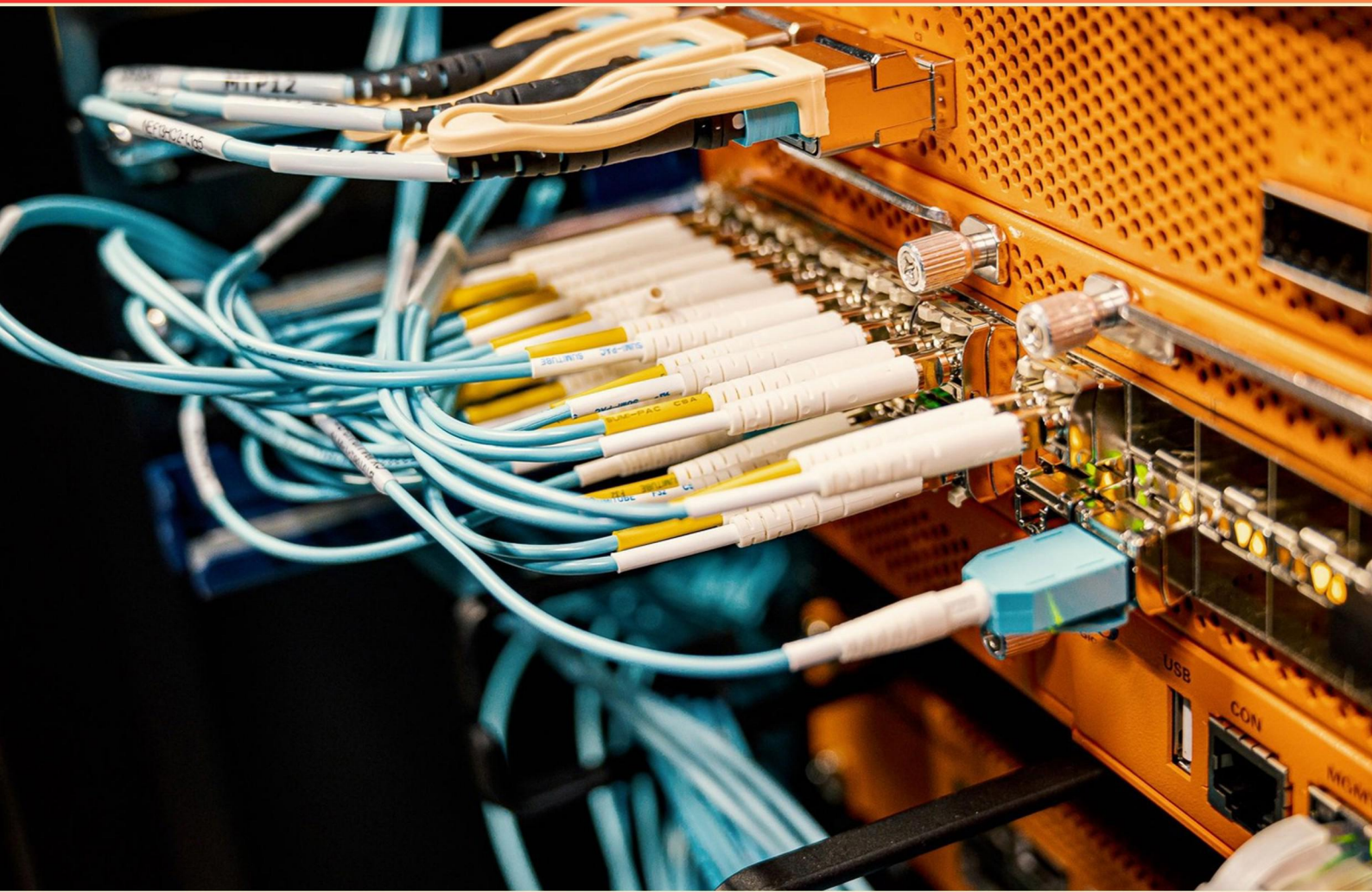


INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) FOUNDATION PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE

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



Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	16

SAMPLE

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

SAMPLE

- 1. Describe the role of a Service Manager in ITIL.**
 - A. To oversee the technical development of services
 - B. To be responsible for the financial aspects of IT services
 - C. To have overall accountability for the management of a service
 - D. To ensure customer satisfaction
- 2. Which ITIL stage focuses on design and features of services to ensure they are appropriate for their intended use?**
 - A. Service Transition
 - B. Service Design
 - C. Service Strategy
 - D. Continual Service Improvement
- 3. Which of the following would be classified as an incident?**
 - A. Request for additional software
 - B. System crash affecting users
 - C. Proposal for change in the configuration
 - D. Periodic system maintenance
- 4. 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
- 5. What is the primary focus of Service Design?**
 - A. To design new IT services
 - B. To plan IT infrastructure changes
 - C. To improve employee productivity
 - D. To design new IT services or change existing ones to meet current and future business needs

6. What is the purpose of Service Level Management?

- A. To monitor network uptime
- B. To negotiate service level agreements
- C. To develop marketing strategies
- D. To carry out performance reviews

7. What is the purpose of service design in relation to IT services?

- A. To establish roles and responsibilities within service management
- B. To ensure efficient reporting and monitoring of information systems
- C. To create services that fulfill the provider's strategic objectives
- D. To manage ongoing service delivery effectively

8. Which elements should be included in a business case?

- A. Business impact and risks
- B. Costs and benefits
- C. Solution specification
- D. All of the above

9. 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

10. Which function is responsible for monitoring and controlling IT services?

- A. Service Strategy
- B. Service Transition
- C. Service Operation
- D. Continual Service Improvement

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. Describe the role of a Service Manager in ITIL.

- A. To oversee the technical development of services
- B. To be responsible for the financial aspects of IT services
- C. To have overall accountability for the management of a service**
- D. To ensure customer satisfaction

The role of a Service Manager in ITIL encompasses overall accountability for the management of a service. This responsibility includes ensuring that services are designed, delivered, and improved in alignment with customer needs and organizational objectives. The Service Manager acts as a crucial link between the service provider and the customer, facilitating the development and enhancement of services throughout their lifecycle. In this role, the Service Manager ensures that the service delivery meets the agreed-upon service levels, coordinates service transitions, implements changes effectively, and oversees service operations to maintain ongoing service quality. Their accountability extends to managing service performance, engaging stakeholders, and fostering effective communication between different teams within the organization. This comprehensive oversight allows the Service Manager to drive continuous improvement and adapt services in response to changing business requirements, thus maintaining the service's relevance and value to customers. While aspects such as financial responsibility and customer satisfaction are indeed important components of service management, the primary focus of the Service Manager is the holistic management of services, integrating various ITIL practices and processes to ensure effective service delivery.

2. Which ITIL stage focuses on design and features of services to ensure they are appropriate for their intended use?

- A. Service Transition
- B. Service Design**
- C. Service Strategy
- D. Continual Service Improvement

The stage that concentrates on the design and features of services to ensure they are suitable for their intended use is Service Design. This phase within the ITIL framework is pivotal as it involves transforming service specifications into a practical design, encompassing various aspects such as architecture, processes, policies, and documentation, ensuring that the delivered services meet customer expectations. Service Design addresses the entire lifecycle of a service, ensuring that services are not only functional but also reliable and feasible. It incorporates the design of new services as well as improvements to existing ones. As a result, it plays a critical role in aligning IT services with the needs of the business and ensures that services are designed to be usable, manageable, and maintainable over time. Additionally, this stage emphasizes the creation of service management practices and configurations that can effectively support business processes. It's essential for ensuring that the services offered deliver the expected value, are of high quality, and can adapt to changing business environments.

3. Which of the following would be classified as an incident?

- A. Request for additional software
- B. System crash affecting users**
- C. Proposal for change in the configuration
- D. Periodic system maintenance

An incident is defined within the ITIL framework as an unplanned interruption to a service or a reduction in the quality of a service. In this context, the option that refers to a system crash affecting users aligns perfectly with that definition. A system crash indeed represents an unexpected failure that disrupts normal service delivery, thereby impacting users' ability to perform their tasks. This fits squarely within the incident management process, which aims to restore normal service operation as quickly as possible and minimize impact on the business. The other options do not meet the criteria for an incident: A request for additional software pertains to a service request, which is a normal request for a specific service or information and does not disrupt existing services. A proposal for change in the configuration refers to a planned change, which is part of change management, not incident management. Periodic system maintenance is a scheduled activity intended to ensure services remain healthy and does not constitute an incident as it is pre-planned and does not result from unplanned disruptions.

4. 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.

5. What is the primary focus of Service Design?

- A. To design new IT services
- B. To plan IT infrastructure changes
- C. To improve employee productivity
- D. To design new IT services or change existing ones to meet current and future business needs**

Service Design plays a crucial role in the ITIL framework, focusing on the creation and modification of IT services to meet both current and future business requirements. This approach ensures that the services developed are not only functional but also align with the strategic goals of the organization. By emphasizing the design of new IT services or the alteration of existing services, Service Design ensures that various aspects are taken into account, such as service quality, performance, reliability, and user experience. This comprehensive view is essential for fostering consistent and effective service delivery, which in turn supports business objectives and enhances customer satisfaction. While designing new IT services is indeed a part of the focus, the inclusion of changes to existing services highlights the proactive stance of Service Design in adapting to evolving business needs and technological advancements. This dual focus ensures that organizations remain competitive and responsive in a rapidly changing environment.

6. What is the purpose of Service Level Management?

- A. To monitor network uptime
- B. To negotiate service level agreements**
- C. To develop marketing strategies
- D. To carry out performance reviews

The purpose of Service Level Management (SLM) is primarily to negotiate service level agreements (SLAs) between the service provider and the customer. This process is crucial as it defines the expectations for service delivery, including the quality and availability of services. By establishing clear SLAs, SLM ensures that both parties have a mutual understanding of their responsibilities and the performance metrics that will be used to measure success. Negotiating SLAs involves discussing and agreeing on various service parameters, such as response times, the availability of services, and support mechanisms. This proactive approach helps to align the service provider's capabilities with the customer's needs, fostering a better working relationship and enhancing overall service satisfaction. While monitoring network uptime, developing marketing strategies, and carrying out performance reviews may be related activities within IT organizations, they do not encompass the specific role of Service Level Management. Monitoring network uptime pertains more to operational management, marketing strategies focus on promoting services rather than managing them, and performance reviews are part of the evaluation process but do not specifically address the negotiation and management aspect of service levels. Hence, the focus of SLM on negotiating SLAs is what distinctly defines its purpose within ITIL practices.

7. What is the purpose of service design in relation to IT services?

- A. To establish roles and responsibilities within service management
- B. To ensure efficient reporting and monitoring of information systems
- C. To create services that fulfill the provider's strategic objectives**
- D. To manage ongoing service delivery effectively

The purpose of service design in relation to IT services is fundamentally about creating services that align with and fulfill the strategic objectives of the service provider. This aspect of ITIL emphasizes understanding the needs of the business and ensuring that services are designed in a way that meets those requirements both effectively and efficiently. Service design encompasses not only the creation of new services but also the redesign of existing services. This process involves considering various factors such as service architecture, technology, processes, and measurement systems to ensure that the services deliver value to the business. By focusing on strategic alignment, service design helps ensure that the services being developed will ultimately contribute to the organization's goals and enhance customer satisfaction. While establishing roles and responsibilities (one of the other choices) is important in any framework for delivering services, it is more a part of overall governance rather than specifically related to the design of services themselves. Similarly, reporting and monitoring (another choice) are key operational functions but do not directly pertain to the core purpose of service design. Additionally, managing ongoing service delivery is an area addressed within service operations and continual service improvement, which ensures services are delivered as designed but doesn't directly connect to the initial design phase. Thus, the creation of services that meet the provider's strategic objectives

8. Which elements should be included in a business case?

- A. Business impact and risks
- B. Costs and benefits
- C. Solution specification**
- D. All of the above

A comprehensive business case is a crucial document used to justify investment in a project or initiative within an organization. It serves as a foundation for decision-making, outlining the rationale for taking on a project and what it aims to achieve. When constructing a business case, it is essential to include several key elements that collectively provide a clear picture of the project's viability and implications. Including the business impact and risks is vital as it helps stakeholders understand the potential effects on the organization and the negative outcomes that could arise from the project. This allows decision-makers to weigh the benefits against the challenges. Also, outlining costs and benefits helps to provide a financial perspective, detailing how much resources will be required and what returns can be expected. This economic justification is critical for securing funding and support for the project. Solution specification, on the other hand, provides information on how the project will meet the identified needs, including technical aspects and operational impacts. This sets expectations for what the project will deliver. Given that a business case should present a holistic view by addressing multiple facets, including business impact and risks, costs and benefits, as well as a clear solution specification, it is essential that you understand that all of these elements combined provide a thorough justification for a project. Thus, a complete business

9. 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.

10. Which function is responsible for monitoring and controlling IT services?

- A. Service Strategy
- B. Service Transition
- C. Service Operation**
- D. Continual Service Improvement

The function responsible for monitoring and controlling IT services is Service Operation. This part of the ITIL framework focuses on delivering and managing IT services with the aim of ensuring that services are delivered effectively and efficiently. Service Operation includes key processes such as incident management, problem management, event management, and request fulfillment, all of which are essential for maintaining service reliability and performance on an ongoing basis. By monitoring service events and performance, Service Operation can quickly identify issues and initiate responses, ensuring that services run smoothly and meet defined service level agreements (SLAs). In addition, the continuous monitoring and reporting activities within Service Operation help to assess the health of IT services in real-time, enabling proactive management of resources and maintaining the overall quality of service delivery. Thus, Service Operation plays a crucial role in ensuring that IT services not only meet user needs but also align with business objectives through constant oversight and control.

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!

SAMPLE