

ITIL 4 FOUNDATION PRACTICE EXAM (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

<https://itil4foundation.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. What is the function of policy in an organization?**
 - A. To define the responsibilities of various teams
 - B. To manage organizational resources
 - C. To direct decisions and activities through documented intentions
 - D. To provide training on process execution
- 2. Which perspective does NOT belong to the four dimensions of service management?**
 - A. Organizations and people
 - B. Value streams and processes
 - C. Performance metrics
 - D. Information and technology
- 3. What is the role of a change authority?**
 - A. Supervising the service desk
 - B. Authorizing changes within the organization
 - C. Assessing customer needs
 - D. Managing service level agreements
- 4. What is defined by one or more metrics for expected or achieved service quality?**
 - A. Service Offering
 - B. Service Level
 - C. Service Portfolio
 - D. Service Agreement
- 5. Who is classified as a user in ITIL?**
 - A. An employee responsible for delivering services.
 - B. A person who utilizes services.
 - C. A manager overseeing performance metrics.
 - D. A developer creating software solutions.

- 6. Why is it important to track metrics in an organization?**
- A. To measure employee productivity
 - B. To identify operational inefficiencies and foster improvement
 - C. To allocate resources effectively
 - D. To enhance customer relations
- 7. Which of the following is NOT a hardware component of IT infrastructure?**
- A. Servers
 - B. Networking devices
 - C. Software applications
 - D. Data storage devices
- 8. When an organization serves as a service provider, what is primarily its function?**
- A. To consume services effectively
 - B. To deliver services that meet consumer needs
 - C. To authorize budgets for services
 - D. To define the requirements for services
- 9. What does ITIL provide to organizations?**
- A. Personal development strategies
 - B. Best-practice guidance for IT service management
 - C. Financial management techniques
 - D. Tools for employee evaluation
- 10. Which practice ensures an organization has the right people in the right roles?**
- A. Supplier management practice
 - B. Workforce and talent management practice
 - C. Change management practice
 - D. Incident management practice

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. What is the function of policy in an organization?

- A. To define the responsibilities of various teams
- B. To manage organizational resources
- C. To direct decisions and activities through documented intentions**
- D. To provide training on process execution

The role of policy within an organization is fundamentally about directing decisions and activities through documented intentions. Policies serve as formal guidelines that outline how an organization intends to operate and what principles it adheres to. By establishing clear policies, an organization can ensure that all team members and departments understand the overall objectives and standards expected of them. This clarity helps create a consistent approach to decision-making across the organization. Policies can cover various areas such as compliance, security, operational procedures, and more, guiding employees on how to act in specific situations. Hence, the correct answer highlights the importance of having a structured framework that influences behavior and actions in alignment with the organization's goals. While defining responsibilities, managing resources, and providing training are important aspects of organizational functioning, they are secondary to the primary role of policies, which is to shape the decision-making process and create a coherent operational culture. Establishing this foundational directive through documented intentions is essential for effective management and operational efficiency.

2. Which perspective does NOT belong to the four dimensions of service management?

- A. Organizations and people
- B. Value streams and processes
- C. Performance metrics**
- D. Information and technology

The correct choice is based on the understanding of the four dimensions of service management as outlined in ITIL 4. These dimensions are essential in creating a holistic approach to service management and include Organizations and People, Value Streams and Processes, Information and Technology, and Partners and Suppliers. Performance metrics, while important in assessing the effectiveness and efficiency of services, do not constitute a standalone dimension within the service management framework. Rather, performance metrics are tools used to evaluate the various dimensions and ensure that services align with business objectives and provide value. They serve as indicators and can support decision-making but are not categorized as a dimension themselves. By focusing on the other dimensions, ITIL 4 emphasizes how services are created and managed through the interplay of people, processes, technology, and external partners, highlighting the need for a comprehensive approach to service delivery that goes beyond just measuring performance. This is crucial for organizations aiming to enhance their service management capabilities and ensure continual improvement.

3. What is the role of a change authority?

- A. Supervising the service desk
- B. Authorizing changes within the organization**
- C. Assessing customer needs
- D. Managing service level agreements

The role of a change authority in an organization is primarily centered around the authorization of changes. This individual or group is responsible for reviewing and approving proposed changes within the service management process. By fulfilling this role, the change authority ensures that changes are aligned with business objectives, risk management strategies, and operational stability. Their decisions are crucial in maintaining control over the change management process, preventing unauthorized changes that could lead to service disruptions or degraded quality. Authorizing changes allows the change authority to oversee the entire change lifecycle, ensuring that all changes are assessed for their impact and that adequate resources are allocated for their implementation. This level of oversight is vital for balancing the need for change with the necessity of maintaining service integrity and reliability. In contrast, the other options focus on different roles or responsibilities within the organization that do not specifically relate to the authorization of changes. Supervising the service desk pertains to managing front-line support teams, while assessing customer needs involves gathering and understanding user requirements rather than directly impacting change decisions. Managing service level agreements is tied to ensuring that the services provided meet agreed-upon standards but does not encompass the change authorization process. Therefore, the primary focus of the change authority is on the authorization aspect, which is reflected in the correct choice.

4. What is defined by one or more metrics for expected or achieved service quality?

- A. Service Offering
- B. Service Level**
- C. Service Portfolio
- D. Service Agreement

The correct choice is the definition of "Service Level." In ITIL 4, Service Levels are critical components that describe the expected or achieved quality of a service from the perspective of the service consumer. They are quantified through metrics, which can include performance indicators such as response times, availability, and throughput. Service Levels are often articulated in Service Level Agreements (SLAs), which formalize the expectations and responsibilities between service providers and consumers. The SLA outlines the agreed-upon metrics and targets that the service is expected to meet, making it clear what the service consumer can expect in terms of quality. Additionally, while terms like "Service Offering," "Service Portfolio," and "Service Agreement" are related concepts within ITIL, they do not specifically focus on the metrics used to define service quality. A Service Offering represents a specific service or set of services delivered to customers, the Service Portfolio encompasses all services being managed, and a Service Agreement is a broader term that can include SLAs along with other service-related agreements but does not specifically define metrics on quality itself.

5. Who is classified as a user in ITIL?

- A. An employee responsible for delivering services.
- B. A person who utilizes services.**
- C. A manager overseeing performance metrics.
- D. A developer creating software solutions.

In ITIL, a user is defined as a person who utilizes services. This definition emphasizes the role of users in the service value system, focusing on their interaction with the services provided by the service provider. Users are the individuals who directly experience the benefits of the services, engage with them to achieve specific outcomes, and provide feedback that can inform service improvement. This understanding aligns with the core principles of ITIL, where the service consumer's perspective is essential for creating value. Users play a vital role by not only consuming services but also influencing how those services are shaped, improved, and delivered, underscoring the importance of user-centric service management. The other roles mentioned in the options do not fit the classification of a user. For example, an employee responsible for delivering services focuses more on the supply side of service management rather than consumption. A manager overseeing performance metrics is involved in governance and oversight rather than usage. Similarly, a developer creating software solutions contributes to the service design and development, rather than being a user of the service. Each of these roles has distinct responsibilities and perspectives that do not align with the definition of a user in ITIL.

6. Why is it important to track metrics in an organization?

- A. To measure employee productivity
- B. To identify operational inefficiencies and foster improvement**
- C. To allocate resources effectively
- D. To enhance customer relations

Tracking metrics within an organization is crucial for identifying operational inefficiencies and fostering continuous improvement. Metrics provide quantitative data that allows teams and management to analyze processes, understand performance trends, and pinpoint areas requiring enhancements. By evaluating these metrics, organizations can uncover bottlenecks or redundancies in workflows, assess the effectiveness of services and practices, and implement necessary changes to optimize operations. Moreover, the insights gained from metrics not only inform decisions about where improvements are needed but also help in setting measurable goals for future performance. By focusing on these inefficiencies, organizations can align their efforts with strategic objectives, which in turn can lead to increased efficiency and effectiveness in service delivery. Other options highlight important aspects, such as measuring productivity or enhancing customer relations, but the core function of tracking metrics is to primarily identify inefficiencies and drive improvement processes across the organization. Effective resource allocation also relies on insights gained from performance metrics, but the essence of tracking metrics as related to improvement stands out as a critical focus for organizations aiming to enhance their overall operation.

7. Which of the following is NOT a hardware component of IT infrastructure?

- A. Servers
- B. Networking devices
- C. Software applications**
- D. Data storage devices

The selection of software applications as the correct answer emphasizes the distinction between hardware and software components within IT infrastructure. In the context of ITIL and IT infrastructure, hardware refers to the physical devices that support IT operations. Servers, networking devices, and data storage devices are all tangible components necessary for system performance and connectivity. Servers process data and run applications, networking devices facilitate communication and data transfer between components, and data storage devices are used to retain information securely. Software applications, on the other hand, are intangible and refer to programs that run on hardware to perform specific tasks or functions. They rely on the underlying hardware to operate but do not constitute hardware themselves. Understanding this differentiation is crucial because effective IT service management hinges on optimizing both hardware and software to ensure seamless service delivery and operational efficiency.

8. When an organization serves as a service provider, what is primarily its function?

- A. To consume services effectively
- B. To deliver services that meet consumer needs**
- C. To authorize budgets for services
- D. To define the requirements for services

The primary function of an organization serving as a service provider revolves around delivering services that meet the needs of consumers. In the context of ITIL 4, this emphasis underscores the importance of understanding and fulfilling consumer requirements effectively. A service provider's role is to ensure that the services offered are aligned with the expectations and demands of the consumers they serve. This involves actively engaging with consumers to gather insights about their needs, ensuring that the services provided are relevant, valuable, and capable of addressing the specific challenges faced by consumers. While other activities, such as authorizing budgets or defining service requirements, play significant roles in the overall service management process, they are not the primary focus of a service provider. The essence of being a service provider is rooted in the actual delivery of services that add value and meet consumer needs, thus fostering a successful relationship between the provider and the consumer.

9. What does ITIL provide to organizations?

- A. Personal development strategies
- B. Best-practice guidance for IT service management**
- C. Financial management techniques
- D. Tools for employee evaluation

ITIL provides organizations with best-practice guidance for IT service management. This framework is designed to help organizations improve their IT services and align IT with business needs by promoting a culture of continuous improvement. The ITIL framework outlines processes, procedures, tasks, and checklists that can be tailored to suit an organization's specific needs, ensuring that IT services are efficiently delivered and managed. By adopting ITIL principles, organizations can effectively manage their IT services, from service strategy and design to transition, operation, and continual service improvement. This guidance helps organizations to enhance service quality, reduce costs, improve customer satisfaction, and support business goals. In contrast, various other options do not encapsulate the primary focus of ITIL. Personal development strategies and tools for employee evaluation fall outside the scope of IT service management, which ITIL specifically addresses. Financial management techniques can be components within service management, but they are not the central provision of ITIL. Therefore, the emphasis on best practices in IT service management reflects the core offerings of ITIL to organizations.

10. Which practice ensures an organization has the right people in the right roles?

- A. Supplier management practice
- B. Workforce and talent management practice**
- C. Change management practice
- D. Incident management practice

The workforce and talent management practice is essential for ensuring that an organization has the right people in the right roles. This practice focuses on the overall management of an organization's workforce, including hiring, training, development, and retention of talent. It aims to align human resources with the strategic needs of the organization, ensuring that individuals possess the necessary skills, knowledge, and attributes to perform their roles effectively. By implementing this practice, organizations can systematically assess and fulfill their workforce needs, leading to improved staff performance and alignment with the organization's goals. It emphasizes the importance of building a capable workforce that can adapt to changes, thereby enhancing productivity and organizational resilience. Other practices mentioned, such as supplier management, change management, and incident management, serve specific purposes that do not primarily focus on workforce alignment and role assignment. Supplier management concentrates on relationships with vendors; change management addresses how changes to services are handled; incident management deals with service disruptions. Each of these plays a critical role in IT service management but does not specifically ensure that the right individuals are fulfilling the right roles within an organization.

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://itil4foundation.examzify.com>

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

SAMPLE