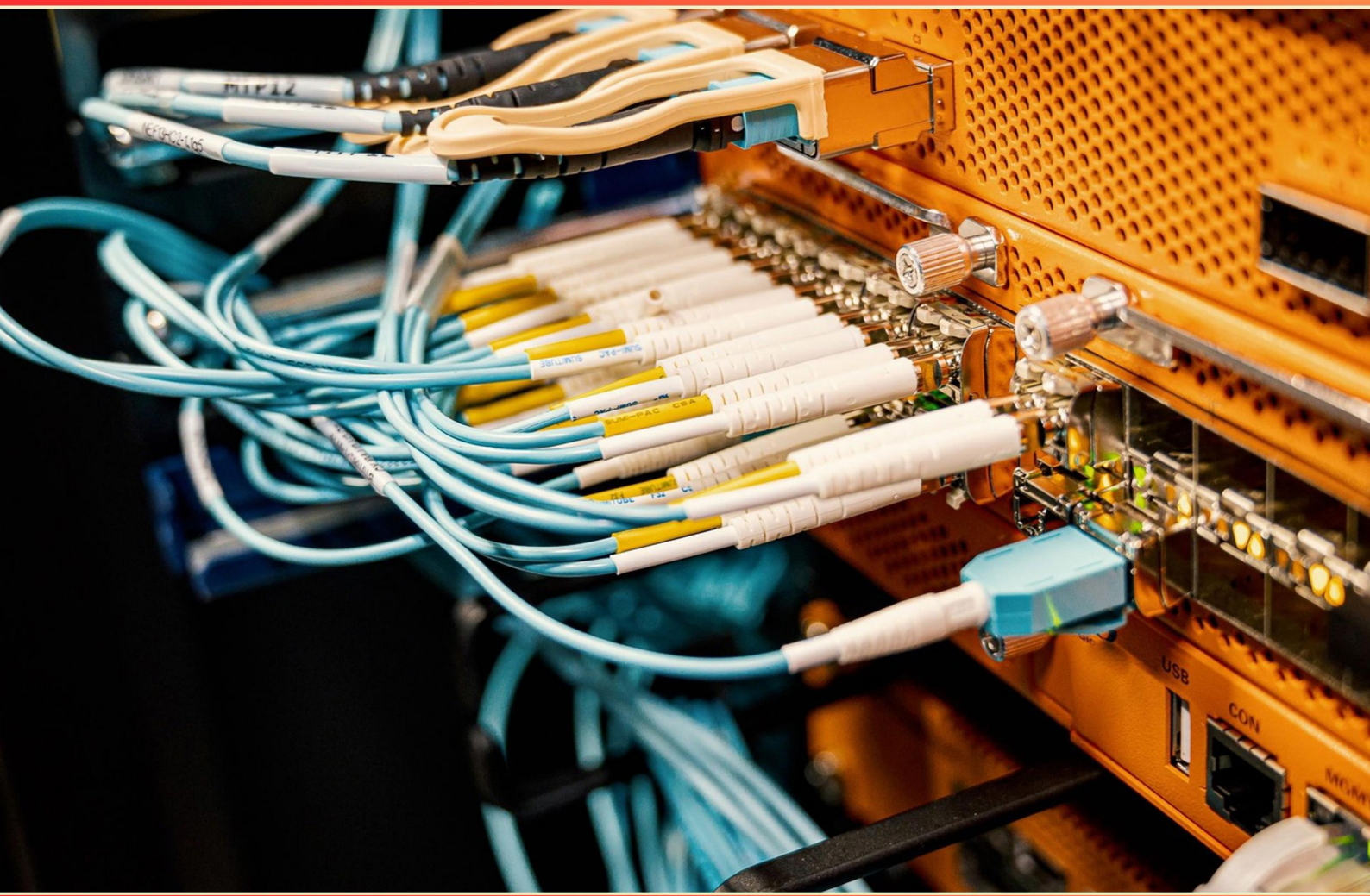
INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) FOUNDATION PRACTICE EXAM (SAMPLE)

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.

SAMPLE

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!

SAMPLE

Questions

SAMPLE

1. 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

2. What is meant by 'Service availability'?

A. The frequency of service updates

B. The total downtime of IT services

C. The ability of a service to perform its agreed function when required

D. The overall satisfaction of users with IT services

3. Which task helps in the control of assets for delivering services to the organization?

A. Incident management

B. Configuration management

C. Request fulfillment

D. Change management

4. What does the term 'Service Improvement Plan' (SIP) refer to?

A. A plan for increasing service costs

B. A strategy for managing customer complaints

C. A plan created to identify and implement improvements to services and processes

D. A guideline for employee evaluations

5. In the continual service improvement approach, what should happen after confirming that the desired end result has been achieved?

A. Close off the improvement activity

B. Capture the baseline assessments

C. Ensure the momentum for quality improvement is maintained

D. Understand the high-level business objectives

SAMPLE

6. Which of the following is the primary process for which a business impact analysis is required?

A. Service level management

B. Financial management

C. IT service continuity management

D. Request fulfilment

7. Which of the following is NOT one of the aspects of service design?

A. The partners responsible for the service design

B. The technology and management architecture

C. The measurement methods and metrics

D. The processes required

8. In which stage of the service lifecycle does business case development primarily occur?

A. Service Design

B. Service Strategy

C. Service Transition

D. Service Operation

9. What is the best definition of a function in an IT context?

A. It is specialized to perform only one task as a separate entity

B. It is self-contained with capabilities and resources necessary for its performance

C. It is repeatable and becomes manageable

D. It is performance driven and must be able to be measured

10. 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

SAMPLE

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. 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.

2. What is meant by 'Service availability'?

A. The frequency of service updates

B. The total downtime of IT services

C. The ability of a service to perform its agreed function when required

D. The overall satisfaction of users with IT services

Service availability refers to the capability of a service to deliver its agreed-upon functions whenever required by the users. This concept is crucial in ITIL, as it underscores the importance of ensuring that services are operational and accessible to meet business needs. When a service has high availability, it means that users can rely on it to be functional and can perform tasks without interruptions. In the context of ITIL, service availability is closely tied to service levels, which are defined in service level agreements (SLAs). These agreements specify the expected performance and accessibility standards for the services provided. High availability is essential for maintaining user trust and satisfaction and ultimately impacts the overall effectiveness of the organization. The other options do not accurately capture the essence of service availability. The frequency of service updates, while important for maintaining relevance and security, does not directly relate to how often a service is available for use. Total downtime of IT services relates to the amount of time services are not functioning but is more of a measure rather than a definition of availability. User satisfaction is an outcome of service quality and availability but does not define the service's core ability to perform when needed. Thus, the emphasis on a service's ability to perform its agreed function when required succinctly encapsulates the concept of

SAMPLE

3. Which task helps in the control of assets for delivering services to the organization?

A. Incident management

B. Configuration management

C. Request fulfillment

D. Change management

Configuration management is the task that plays a crucial role in the control of assets for delivering services to the organization. It involves maintaining information about configuration items (CIs) and their relationships within the IT infrastructure. This includes hardware, software, documentation, and any other components that contribute to the service delivery. By keeping accurate and up-to-date records, configuration management ensures that an organization has a clear understanding of what assets it possesses and how they are configured. This visibility enables better decision-making when it comes to planning, implementing changes, managing incidents, and fulfilling service requests. Additionally, configuration management supports other ITIL processes by providing the necessary information to manage services effectively, ensuring that services are delivered reliably and align with business needs. This process is essential for minimizing risks and maintaining service quality, ultimately contributing to an organization's ability to deliver efficient IT services and support its business objectives.

4. What does the term 'Service Improvement Plan' (SIP) refer to?

A. A plan for increasing service costs

B. A strategy for managing customer complaints

C. A plan created to identify and implement improvements to services and processes

D. A guideline for employee evaluations

The term 'Service Improvement Plan' (SIP) refers specifically to a structured approach aimed at identifying and implementing enhancements to services and processes. This is an essential element of the continuous service improvement aspect of ITIL, which focuses on refining and optimizing IT services to better meet the needs of the business and its customers. Creating a SIP involves assessing current service performance, identifying areas where improvements are necessary, and outlining actionable steps to enhance service efficacy and efficiency. This plan not only details the desired outcomes but also typically includes metrics for measuring success, thus allowing organizations to track progress and make informed adjustments as needed. In this context, the option about a strategy for managing customer complaints is related but does not encompass the broader focus of a SIP, which is aimed at comprehensive service improvement rather than just addressing complaints. Similarly, plans for increasing service costs or guidelines for employee evaluations do not align with the definition of a SIP, as they do not pertain to the enhancement of service quality and effectiveness.

SAMPLE

5. In the continual service improvement approach, what should happen after confirming that the desired end result has been achieved?

A. Close off the improvement activity

B. Capture the baseline assessments

C. Ensure the momentum for quality improvement is maintained

D. Understand the high-level business objectives

In the continual service improvement (CSI) approach, after confirming that the desired end result has been achieved, it is essential to ensure that the momentum for quality improvement is maintained. This is crucial because achieving a specific outcome is only part of the process; sustaining that improvement over time is necessary to realize ongoing value. Continuous improvement is a dynamic and iterative process. Organizations should foster a culture of consistency where improvements are not only celebrated but also integrated into the operational framework. By maintaining momentum, businesses can encourage teams to identify further areas for enhancement, leverage successes, and build on them to drive additional value. This ongoing focus on quality improvements helps to create an environment of innovation and adaptability, ensuring that the organization does not become complacent after achieving a goal. In contrast, although closing off the improvement activity, capturing baseline assessments, and understanding high-level business objectives are important elements of the CSI process, they are more related to earlier stages of the improvement cycle or reflective actions rather than ensuring ongoing commitment to improving quality. Maintaining momentum is an ongoing responsibility that ensures the organization continually addresses service quality and meets evolving business needs.

6. Which of the following is the primary process for which a business impact analysis is required?

A. Service level management

B. Financial management

C. IT service continuity management

D. Request fulfilment

The primary process for which a business impact analysis (BIA) is required is IT service continuity management. BIA plays a crucial role in identifying the potential impacts of disruptions to critical business operations and the IT services that support them. By conducting a BIA, organizations can assess the risks associated with service interruptions and determine the necessary recovery strategies to ensure that services can be restored in a timely manner after any incident. This process helps prioritize the recovery of services based on their criticality to the organization's objectives. IT service continuity management relies on the insights gained from a BIA to develop effective continuity plans and ensure that IT services can continue or be quickly resumed following a disaster or significant interruption. The results of a BIA inform decision-makers on resource allocation, recovery time objectives, and appropriate measures to maintain service delivery during adverse situations. It ensures that the organization remains resilient and is prepared for unforeseen events. In contrast, while service level management, financial management, and request fulfillment are all important processes within ITIL, they do not specifically require a business impact analysis to the same extent as IT service continuity management does, as those areas focus on managing service agreements, budgeting, and handling service requests, respectively.

SAMPLE

7. Which of the following is NOT one of the aspects of service design?

A. The partners responsible for the service design

B. The technology and management architecture

C. The measurement methods and metrics

D. The processes required

In the context of the ITIL framework, service design encompasses various aspects essential for creating or improving services to ensure they meet business needs. The aspects of service design are typically categorized into four main dimensions: the services themselves, the service management systems and tools, the technology and management architecture, and the processes required to deliver these services effectively. The option regarding partners responsible for service design does not fall within the core aspects defined by ITIL. While partners can play a significant role in the broader context of service management and delivery, the direct aspects of service design primarily focus on internal capabilities such as process requirements, technological frameworks, and metrics to measure effectiveness. Therefore, identifying partners, while important from a collaboration and resource perspective, is not categorized as an aspect of service design according to ITIL. Understanding the clarity of these definitions is crucial for effective service design and management, as it helps organizations stay focused on the internal structures and metrics necessary for service excellence.

8. In which stage of the service lifecycle does business case development primarily occur?

A. Service Design

B. Service Strategy

C. Service Transition

D. Service Operation

Business case development primarily occurs in the Service Strategy stage of the ITIL service lifecycle. During this phase, organizations focus on understanding their market and developing strategies to align services with business goals. The business case serves as a critical tool for justifying the investment in new services and is built upon an analysis of the current market demands, potential customer needs, and the capabilities of the organization. This stage involves assessing different service options, evaluating risks, estimating costs, and exploring resource requirements—all of which are essential for informed decision-making regarding service investments. The business case provides a structured approach to ensure that the proposed services not only meet the needs of the business but also provide a viable financial return. In contrast, other stages of the service lifecycle, such as Service Design, Service Transition, and Service Operation, focus more on the implementation, management, and delivery of services rather than the initial justification for their development. These stages typically come after the business case has been established in Service Strategy.

SAMPLE

9. What is the best definition of a function in an IT context?

A. It is specialized to perform only one task as a separate entity

B. It is self-contained with capabilities and resources necessary for its performance

C. It is repeatable and becomes manageable

D. It is performance driven and must be able to be measured

A function in an IT context is best defined as a self-contained entity that has the necessary capabilities and resources to perform its tasks effectively. This definition highlights the importance of a function being fully equipped to operate independently, which includes not only the skills and tools required for execution but also the organizational structure that supports its operation. Functions are integral to delivering IT services efficiently as they provide a clear structure for roles and responsibilities, ensuring that all necessary activities can be carried out without external dependencies. This self-sufficiency allows for optimized performance and consistency in service delivery, aligning with ITIL principles. The focus on a function being self-contained distinguishes it from simply being specialized for a single task. While specialization may be a characteristic, the essential aspect is its ability to manage all related capabilities and resources autonomously. This holistic approach is vital in an IT environment where coordination and efficiency are paramount for meeting business needs and ensuring responsiveness to changes.

10. 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.

SAMPLE

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