

itil foundation exam questions and answers 2018

itil foundation exam questions and answers 2018 are vital for professionals aiming to pass the ITIL Foundation certification and advance their careers in IT Service Management. This article offers a comprehensive overview of the types of questions and answers found in the 2018 ITIL Foundation exam, practical strategies for effective preparation, and expert tips to maximize your chances of success. You'll discover the exam format, sample questions, key concepts, and essential study resources—all optimized for those seeking reliable information on ITIL Foundation exam questions and answers from 2018. Whether you are a first-time candidate or looking to refresh your knowledge, this guide will help you navigate the ITIL Foundation exam confidently and efficiently. Read on to equip yourself with actionable insights and proven techniques to master the ITIL Foundation exam.

- Understanding the ITIL Foundation Exam 2018
- Types of ITIL Foundation Exam Questions
- Sample ITIL Foundation Exam Questions and Answers 2018
- Key ITIL Concepts and Processes
- Effective Exam Preparation Strategies
- Common Mistakes and How to Avoid Them
- Recommended Study Resources for ITIL Foundation Exam 2018

Understanding the ITIL Foundation Exam 2018

The ITIL Foundation exam is designed to assess a candidate's understanding of the core principles, terminology, and processes of ITIL (Information Technology Infrastructure Library). In 2018, the exam followed a structured format, focusing on IT Service Management best practices. Candidates were tested on their knowledge of ITIL's five lifecycle stages: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. The exam aims to validate the candidate's ability to comprehend basic ITIL concepts, terminology, and the value of ITIL frameworks in enhancing IT services within organizations.

The ITIL Foundation exam 2018 consisted of multiple-choice questions, each designed to evaluate the

candidate's grasp of foundational ITIL concepts. Understanding the exam's structure and objectives is crucial for effective preparation and for achieving certification success.

Types of ITIL Foundation Exam Questions

The ITIL Foundation exam questions in 2018 were carefully crafted to test a range of skills, from basic terminology to practical application of ITIL principles. Recognizing the different types of questions encountered in the exam will help candidates prepare more efficiently and target their studies appropriately.

Multiple-Choice Questions

The majority of ITIL Foundation exam questions are in multiple-choice format. Each question presents a scenario or concept, followed by four possible answers. Only one answer is correct, requiring candidates to select the most appropriate response based on their knowledge of ITIL.

Scenario-Based Questions

Some questions are scenario-based, challenging candidates to apply ITIL principles to hypothetical situations. These test the examinee's ability to interpret service management situations and recommend best practices, reflecting real-world IT service environments.

Terminology and Definition Questions

A significant portion of the exam focuses on ITIL terminology and definitions. Candidates are frequently asked to match terms with their corresponding definitions or to identify the correct term from a list of options. Mastery of ITIL vocabulary is essential for success.

Sample ITIL Foundation Exam Questions and Answers 2018

Practicing with sample ITIL Foundation exam questions and answers from 2018 is one of the best ways to prepare for the certification. Below are examples of typical questions and their correct answers, reflecting the style and content of the actual exam.

1.

Question: What is the purpose of the Service Desk function?

Answer: To act as a single point of contact for users, managing incidents and service requests efficiently.

2.

Question: Which ITIL process is responsible for controlling the lifecycle of all problems?

Answer: Problem Management.

3.

Question: What is the main objective of Change Management?

Answer: To ensure that changes are made with minimum risk and disruption to IT services.

4.

Question: Which stage of the ITIL lifecycle focuses on designing new or changed services?

Answer: Service Design.

5.

Question: What does the Continual Service Improvement stage aim to achieve?

Answer: To continually align and improve IT services with changing business needs.

Key ITIL Concepts and Processes

A thorough understanding of ITIL's core concepts and processes is critical for answering foundation exam questions accurately. The 2018 exam tested knowledge across the five lifecycle stages and their respective processes.

Service Strategy

Service Strategy defines the perspective, position, and plans for how IT services will deliver value to customers. It sets the foundation for service management policies and objectives.

Service Design

Service Design focuses on creating IT services that fulfill business needs, emphasizing aspects such as service catalog management, capacity management, availability, and security.

Service Transition

Service Transition ensures that new or changed services are effectively transitioned into operations, minimizing risk and ensuring service quality.

Service Operation

Service Operation is responsible for delivering and supporting IT services to meet agreed service levels, handling incidents, problems, and requests.

Continual Service Improvement

Continual Service Improvement aims to align and improve IT services with evolving business requirements through regular assessment and enhancement initiatives.

Effective Exam Preparation Strategies

To excel in the ITIL Foundation exam, candidates should adopt a structured approach to preparation. Utilizing targeted strategies helps improve understanding and retention of key concepts, leading to better performance on exam day.

- Review official ITIL Foundation study guides and material from 2018.

- Practice with sample exam questions and answers to familiarize yourself with the format.
- Focus on understanding ITIL terminology and definitions.
- Take timed mock exams to simulate real testing conditions.
- Join study groups or online forums for peer support and discussion.
- Use flashcards to memorize key concepts and processes.

Common Mistakes and How to Avoid Them

Many candidates make avoidable errors during the ITIL Foundation exam. Recognizing these common pitfalls and learning strategies to prevent them is essential for success.

Misinterpreting Questions

Carefully read each question and all answer options. Avoid rushing, and ensure you understand what is being asked before selecting your answer.

Neglecting ITIL Terminology

Mastery of ITIL vocabulary is crucial. Spend time learning and revising key terms, as many questions are based on definitions and concept identification.

Overlooking Time Management

Practice answering questions within set time limits to avoid running out of time during the actual exam. Allocate time efficiently to each question.

Recommended Study Resources for ITIL Foundation Exam 2018

Selecting the right study resources can significantly improve your exam preparation. For the ITIL Foundation exam questions and answers 2018, candidates should use high-quality materials tailored to the exam's format and content.

- Official ITIL Foundation textbooks and syllabus from 2018.
- Practice exams and question banks specific to 2018's exam version.
- ITIL Foundation mobile apps for on-the-go revision.
- Study guides and flashcards focused on key ITIL concepts.
- Online forums and discussion groups for collaborative learning.
- Instructor-led training and workshops for deeper understanding.

Trending Questions and Answers About ITIL Foundation Exam Questions and Answers 2018

Q: What is the format of the ITIL Foundation exam questions in 2018?

A: The ITIL Foundation exam 2018 consisted primarily of multiple-choice questions, with each question offering four possible answers and only one correct option.

Q: How many questions are included in the ITIL Foundation exam 2018?

A: The exam contained 40 multiple-choice questions to be completed within a 60-minute time limit.

Q: What score is required to pass the ITIL Foundation exam 2018?

A: Candidates needed to score at least 65%, which equates to answering 26 out of 40 questions correctly.

Q: Which ITIL lifecycle stage is most frequently tested in the exam?

A: All five lifecycle stages are covered; however, Service Operation and Service Design often have a higher number of questions due to their practical relevance.

Q: Can ITIL Foundation exam questions from 2018 still help with current exam preparation?

A: Yes, many foundational concepts remain relevant, and practicing with 2018 exam questions can strengthen your understanding of key ITIL principles.

Q: What resources are recommended for practicing ITIL Foundation exam questions and answers from 2018?

A: Official study guides, practice question banks, and online forums focusing on the 2018 syllabus are highly recommended.

Q: Are scenario-based questions included in the ITIL Foundation exam 2018?

A: Yes, some questions present scenarios requiring candidates to apply ITIL principles to real-world situations.

Q: What is the main focus of the ITIL Foundation exam 2018?

A: The exam focuses on assessing knowledge of ITIL terminology, concepts, processes, and the value of ITIL in IT Service Management.

Q: Is there negative marking on the ITIL Foundation exam 2018?

A: No, there is no negative marking; incorrect answers do not impact your score beyond not earning a point for that question.

Q: How can candidates avoid common mistakes in the ITIL Foundation exam?

A: By thoroughly reviewing ITIL terminology, practicing time management, and carefully reading each question before answering.

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ITIL Foundation Exam Questions and Answers 2018: Your Path to Certification Success

Are you gearing up for the ITIL Foundation exam? Feeling overwhelmed by the sheer volume of information? This comprehensive guide provides you with a focused selection of ITIL Foundation exam questions and answers, specifically tailored to the 2018 syllabus. While the core principles of ITIL remain consistent, this post helps you hone your understanding of key concepts and boost your confidence before test day. We'll explore crucial areas, providing insights and explanations to help you confidently answer those tricky questions. Let's get started!

Understanding the ITIL Foundation Exam

The ITIL Foundation exam is the entry point to the IT Infrastructure Library (ITIL) framework, a widely recognized best practice for IT service management. Passing this exam signifies your fundamental understanding of ITIL principles and processes. The 2018 version, while now superseded by newer iterations, still provides a solid foundation for understanding modern IT service management practices. Many of the core concepts remain relevant. This guide focuses on the key areas frequently tested in the 2018 exam.

Sample ITIL Foundation Exam Questions and Answers (2018 Syllabus Focus)

Here, we'll dive into some example questions, focusing on the core areas covered in the 2018 ITIL Foundation exam. Remember, memorizing answers isn't the key to success; understanding the why behind the answer is crucial.

Service Strategy

Question 1: What is the primary goal of Service Strategy within the ITIL framework?

Answer: To align IT services with business needs and objectives, ensuring they contribute to overall business value. This involves understanding market demands, setting strategic direction, and defining service portfolios.

Service Design

Question 2: Which ITIL process is responsible for defining the design of services and ensuring they meet business requirements?

Answer: Service Design. This includes defining service level agreements (SLAs), designing service components, and creating a comprehensive service catalogue.

Service Transition

Question 3: What is the key objective of the Service Transition process?

Answer: To plan, support, and manage the transition of new and changed services into a live environment with minimal disruption. This involves change management, release management, and knowledge management.

Service Operation

Question 4: Which ITIL process is responsible for ensuring the day-to-day running of IT services?

Answer: Service Operation. This includes incident management, problem management, request fulfillment, and access management, all geared towards maintaining service availability and performance.

Continual Service Improvement

Question 5: What is the primary aim of Continual Service Improvement (CSI)?

Answer: To continually improve the effectiveness and efficiency of IT service management processes. This involves identifying areas for improvement, implementing changes, and measuring

the impact of those changes.

Key Concepts to Master for the ITIL Foundation Exam (2018)

Beyond the specific questions, let's highlight some crucial concepts you should thoroughly understand for the 2018 exam:

Understanding the ITIL lifecycle

Grasping the five core lifecycle stages (Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement) is paramount. Know their interdependencies and how each contributes to the overall success of IT service management.

Service Level Agreements (SLAs)

SLAs are a cornerstone of ITIL. Understand their purpose, components, and how they are used to define service expectations and measure performance.

Incident Management vs. Problem Management

Clearly differentiate between incident management (reactive, resolving immediate disruptions) and problem management (proactive, identifying and addressing underlying causes of incidents).

Change Management

Comprehend the importance of a structured change management process to minimize disruption during service modifications.

Knowledge Management

Understand how effective knowledge management contributes to improved service delivery and problem resolution.

Tips for Success on Your ITIL Foundation Exam

Practice, practice, practice: Utilize practice exams and quizzes to reinforce your understanding.
Focus on concepts: Don't just memorize answers; understand the underlying principles.
Review the official ITIL Foundation syllabus: Ensure you cover all the necessary topics.
Utilize reputable study materials: Choose high-quality study guides and training courses.
Stay calm and focused during the exam: Take your time and read each question carefully.

Conclusion

Passing the ITIL Foundation exam is a significant achievement, demonstrating your understanding of best practices in IT service management. While this post provides a helpful starting point with examples focused on the 2018 syllabus, remember to supplement this with thorough study using updated materials. The core concepts remain valuable, but always check the latest official ITIL guidelines for the most current information. Good luck!

Frequently Asked Questions (FAQs)

Q1: Is the 2018 ITIL Foundation exam still valid? A: While a newer version exists, much of the core content remains relevant. However, it's best to review the updated ITIL 4 framework for the most current best practices.

Q2: Where can I find official ITIL study materials? A: Check the official AXELOS website for accredited training providers and study materials.

Q3: How many questions are on the ITIL Foundation exam? A: The exam typically consists of multiple-choice questions. The exact number may vary depending on the version.

Q4: What is the passing score for the ITIL Foundation exam? A: The passing score varies, but generally requires a significant percentage of correct answers. Check with your exam provider for specifics.

Q5: Can I retake the ITIL Foundation exam if I fail? A: Yes, you can usually retake the exam after a specified waiting period. Consult your exam provider for details.

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information about how they are applying the guidance.

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Auditing and understanding system controls System maintenance and service management, including frameworks and networking infrastructure Asset protection via layered administrative, physical, and technical controls Insider and outsider asset threats: response and management

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