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EXIN ITILFNDv4 is a certification exam that is designed to test the knowledge and understanding of individuals in ITIL 4 Foundation. The ITILFNDv4 exam is a prerequisite for higher-level ITIL 4 certifications, making it an essential certification for IT professionals who want to make a career in IT Service Management (ITSM).

EXIN ITIL 4 Foundation Sample Questions (Q148-Q153):

NEW QUESTION # 148

Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service configuration management
- B. Problem management
- C. Deployment management
- D. Service desk

Answer: D

NEW QUESTION # 149

Which is included in the purpose of the 'deliver and support' value chain activity?

- A. Meeting stakeholder expectations for time to market
- B. Understanding the organization's service vision
- C. Understanding stakeholder needs
- **D. Providing services to agreed specifications**

Answer: D

NEW QUESTION # 150

What is included in the purpose of the 'release management' practice?

- **A. Making new features available for use**
- B. Moving new software to live environments
- C. Authorizing changes to proceed
- D. Ensuring information about services is available

Answer: A

NEW QUESTION # 151

What is a problem that has been analyzed but has not been resolved?

- A. Workaround
- B. Event
- C. Incident
- **D. Known error**

Answer: D

NEW QUESTION # 152

In which two situations should the ITIL guiding principles be considered?

1. In every initiative
2. In relationships with all stakeholders
3. Only in specific initiatives where the principle is relevant
4. Only in specific stakeholder relationships where the principle is relevant

- **A. 1 and 2**
- B. 2 and 3
- C. 1 and 4
- D. 3 and 4

Answer: A

NEW QUESTION # 153

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