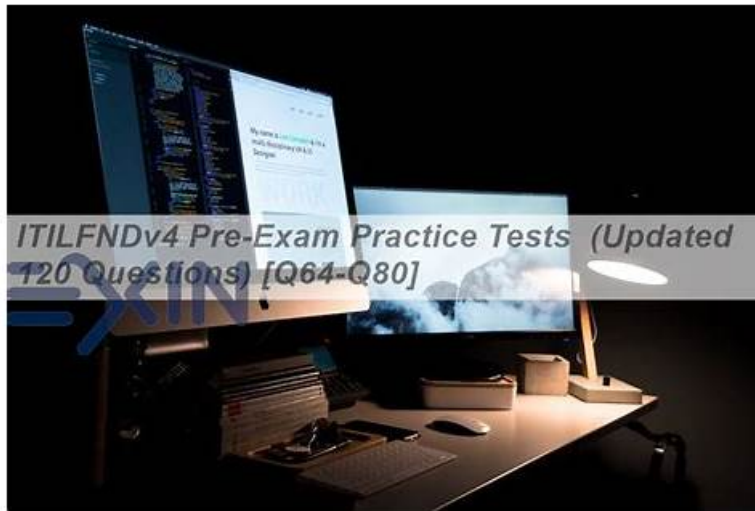


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## EXIN ITIL 4 Foundation Sample Questions (Q319-Q324):

### NEW QUESTION # 319

When planning 'continual improvement', which approach for assessing the current state of a service is CORRECT?

- A. An organization should always develop competencies in methodologies and techniques that will meet their needs
- B. An organization should always use an approach that combines Lean, Agile and DevOps methodologies
- C. An organization should always use a single technique to ensure metrics are consistent
- D. An organization should always use a strength, weakness, opportunity and threat (SWOT) analysis

Answer: A

### NEW QUESTION # 320

What type of change is often used for resolving incidents or implementing security patches?

- A. Emergency change
- B. Standard change
- C. Normal change
- D. Change model

**Answer: A**

**NEW QUESTION # 321**

Which practice coordinates the classification, ownership and communication of service requests and incidents?

- A. Supplier management
- **B. Service desk**
- C. Problem management
- D. Relationship management

**Answer: B**

**NEW QUESTION # 322**

Which is a service request?

- A. Requesting investigation of a degraded service
- B. Requesting an enhancement to an application
- **C. Requesting information about how to create a document**
- D. Requesting a workaround for an issue

**Answer: C**

Explanation:

Explanation

**NEW QUESTION # 323**

What are the three phases of 'problem management'?

- A. Problem analysis, error identification, incident resolution
- B. Incident management, problem management, change control
- **C. Problem identification, problem control, error control**
- D. Problem logging, problem classification, problem resolution

**Answer: C**

**NEW QUESTION # 324**

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