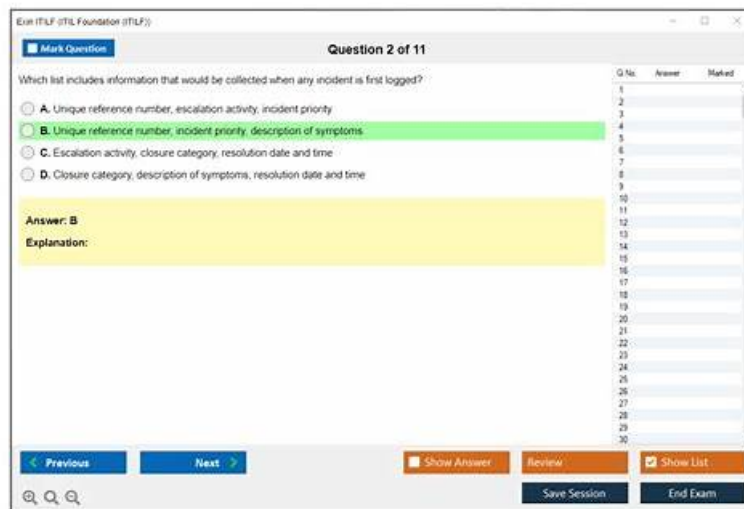


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## EXIN ITIL 4 Foundation Sample Questions (Q240-Q245):

### NEW QUESTION # 240

What must a service level agreement (SLA) define?

- A. Key service targets and responsibilities of both the IT service provider and customer
- B. Legally binding contractual responsibilities of just the IT service provider

- C. Legally binding contractual responsibilities of both parties
- D. Key service targets and responsibilities of just the IT service provider

**Answer: D**

#### NEW QUESTION # 241

Which guiding principle recommends using ideas from ITIL, Lean, DevOps, Kanban, and other sources to help drive improvements?

- A. Think and work holistically
- B. Focus on value
- C. Optimize and automate
- D. Start where you are

**Answer: C**

#### NEW QUESTION # 242

What is the definition of 'service management'?

- A. A formal description of one or more services, designed to address the needs of a target consumer group
- B. A result for a stakeholder enabled by one or more outputs
- C. A set of specialized organizational capabilities for enabling value for customers in the form of services
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

**Answer: C**

#### NEW QUESTION # 243

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

- A. customers
- B. assets
- C. suppliers
- D. CIs

**Answer: D**

#### NEW QUESTION # 244

Which BEST describes the focus of the 'think and work holistically' principle?

- A. Considering the existing organizational assets before building something new
- B. Breaking down large initiatives into smaller pieces of work
- C. Integrating an organization's activities to deliver value
- D. Eliminating unnecessary steps to deliver valuable outcomes

**Answer: C**

#### NEW QUESTION # 245

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