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## EXIN ITIL Foundation (V4) Sample Questions (Q371-Q376):

### NEW QUESTION # 371

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A Change Advisory Board
- B. A Pre-approved Change
- C. A Change Model
- **D. A Service Change**

**Answer: D**

### NEW QUESTION # 372

Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

- **A. Think and work holistically**
- B. Focus on value
- C. Start where you are
- D. Keep it simple and practical

**Answer: A**

### NEW QUESTION # 373

Which of the following activities is NOT a part of the Deming Cycle?

- A. Plan
- B. Act
- **C. Coordinate**
- D. Do

**Answer: C**

### NEW QUESTION # 374

Which is the BEST type of resource for investigating complex incidents?

- A. Detailed work instructions
- B. Self-help systems
- C. Disaster recovery plans
- **D. Knowledgeable support staff**

**Answer: D**

Explanation:

More complex incidents will usually be escalated to a support team for resolution, or even suppliers and partners who offer support for products and services they provide.

### NEW QUESTION # 375

What varies in size and complexity, and uses functions to achieve its objectives?

- **A. An organization**
- B. A practice
- C. An outcome
- D. A risk

**Answer: A**



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