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## EXIN ITIL Foundation (V4) Sample Questions (Q316-Q321):

### NEW QUESTION # 316

Identify the missing word in the following sentence.

The purpose of the 'information security management' practice is to [?] the organization's information.

- A. audit
- **B. protect**
- C. store
- D. provide

**Answer: B**

#### **NEW QUESTION # 317**

How are target resolution times used in the 'incident management' practice?

- **A. They are agreed, documented, and communicated to help set user expectations**
- B. They are established, reviewed, and reported to ensure that customers are happy with the service
- C. They are scheduled, assessed and authorized to reduce the risk of service failures
- D. They are initiated, approved, and managed to ensure that predictable responses are achieved

**Answer: A**

#### **NEW QUESTION # 318**

Which statement about service review meetings is FALSE?

- **A. Actions from service review meetings should only be assigned to the service provider**
- B. Meetings should be held on a regular basis to review service achievement
- C. Issues for the upcoming period should be discussed at the meetings
- D. Progress and success of the service improvement programme (SIP) should be reviewed

**Answer: A**

#### **NEW QUESTION # 319**

Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

- A. Service Design
- **B. Service Operation**
- C. Service Transition
- D. Continual Service Improvement

**Answer: B**

#### **NEW QUESTION # 320**

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Obtain/build
- B. Engage
- C. Improve
- **D. Plan**

**Answer: D**

#### **NEW QUESTION # 321**

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