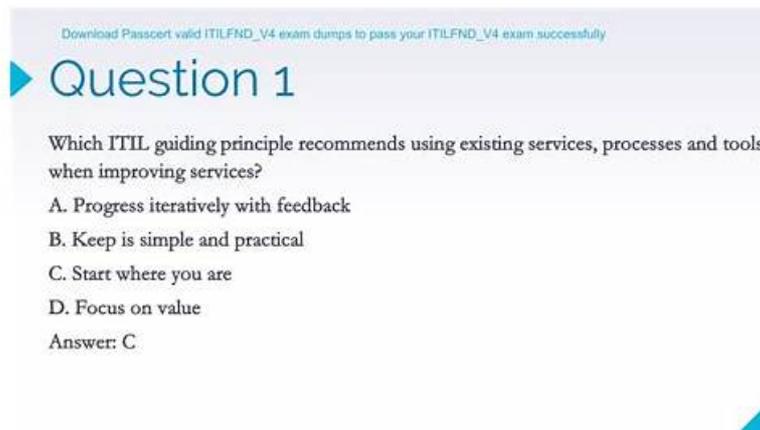


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EXIN ITIL Foundation (V4) Sample Questions (Q324-Q329):

NEW QUESTION # 324

Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

- A. Information and technology
- B. Partners and suppliers
- C. Organizations and people
- D. Value streams and processes

Answer: D

Explanation:

Value streams and processes focus mainly on those areas which ensure integration and coordination of various actions and parts which contribute towards better value creation for the organization. This dimension is more concerned about the way the organization has organized the activities or processes and how it enables and ensures the value creation across all stakeholders. <https://www.knowledgethut.com/tutorials/itil4-tutorial/itil-four-dimensions-it-service-management>

NEW QUESTION # 325

Which practice handles all pre-defined user-initiated service actions?

- **A. Service request management**
- B. Service level management
- C. Incident management
- D. Deployment management

Answer: A

NEW QUESTION # 326

How does a service consumer contribute to the reduction of risk?

- A. By managing staff availability
- B. By paying for the service
- **C. By communicating constraints**
- D. By managing server hardware

Answer: C

NEW QUESTION # 327

Which guiding principle recommends consideration of the four dimensions in order to make something as effective and as useful as it needs to be?

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

Answer: B

NEW QUESTION # 328

In the phrase "People, Processes, Products and Partners". Products refers to:

- **A. Services, technology and tools**
- B. Goods provided by third parties to support the IT Services
- C. All assets belonging to the Service Provider
- D. IT Infrastructure and Applications

Answer: A

NEW QUESTION # 329

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