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## Quiz 2026 ITIL: Valid Reliable ITIL Foundation (V4) Exam Pdf

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### EXIN ITIL Foundation (V4) Sample Questions (Q255-Q260):

#### NEW QUESTION # 255

Which of the following should be done when closing an incident?

1. Check the incident categorization and correct it if necessary
2. Check that user is satisfied with the outcome

- A. 2 only
- B. Neither of the above
- C. 1 only
- D. Both of the above

**Answer: D**

#### NEW QUESTION # 256

Why should incidents be prioritized?

- A. To identify which support team the incident should be escalated to
- **B. To ensure that incidents with the highest business impact are resolved first**
- C. To help automated matching of incidents to problems or known errors
- D. To encourage a high level of collaboration within and between teams

**Answer: B**

#### **NEW QUESTION # 257**

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service charter
- B. A service option
- **C. A service design package (SDP)**
- D. A service transition package (STP)

**Answer: C**

#### **NEW QUESTION # 258**

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

- A. Event Management
- B. Change Management
- C. Service Level Management
- **D. Problem Management**

**Answer: D**

#### **NEW QUESTION # 259**

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Public frameworks are prescriptive and tell you exactly what to do
- B. Proprietary knowledge has been tested in a wide range of environments
- **C. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented**
- D. Public frameworks are always cheaper to adopt

**Answer: C**

#### **NEW QUESTION # 260**

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