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Preguntas y respuestas de ITIL ITILFND V4



**ITIL 4 Foundation**  
Version: 2.0

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## **EXIN ITIL 4 Foundation Sample Questions (Q311-Q316):**

**NEW QUESTION # 311**

What is a recommendation of the 'focus on value' guiding principle?

- A. Focus on value for the service provider first
- B. Make 'focus on value' a responsibility of the management
- C. Focus on the value of new and significant projects first
- **D. Focus on value at every step of the improvement**

**Answer: D**

**NEW QUESTION # 312**

Which describes an unresolved problem which has been already analysed?

- A. A risk
- **B. A known error**
- C. A workaround
- D. An incident

**Answer: B**

**NEW QUESTION # 313**

Which of these should be logged and managed as a problem?

- A. 'Continual improvement' needs to prioritize an improvement opportunity
- B. A monitoring tool detects a change of state for a service
- C. A user requests delivery of a laptop
- **D. Trend analysis shows a large number of similar incidents**

**Answer: D**

Explanation:

Explanation

**NEW QUESTION # 314**

What MAIN factors are considered to assess the priority of an incident?

- A. The cost and urgency
- B. The impact and complexity
- **C. The urgency and impact**
- D. The complexity and cost

**Answer: C**

**NEW QUESTION # 315**

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It ensures that service requests follow the normal change management process
- **C. It ensures that all changes are authorized by the change advisory board (CAB)**
- D. It optimizes financial exposure

**Answer: C**

**NEW QUESTION # 316**

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