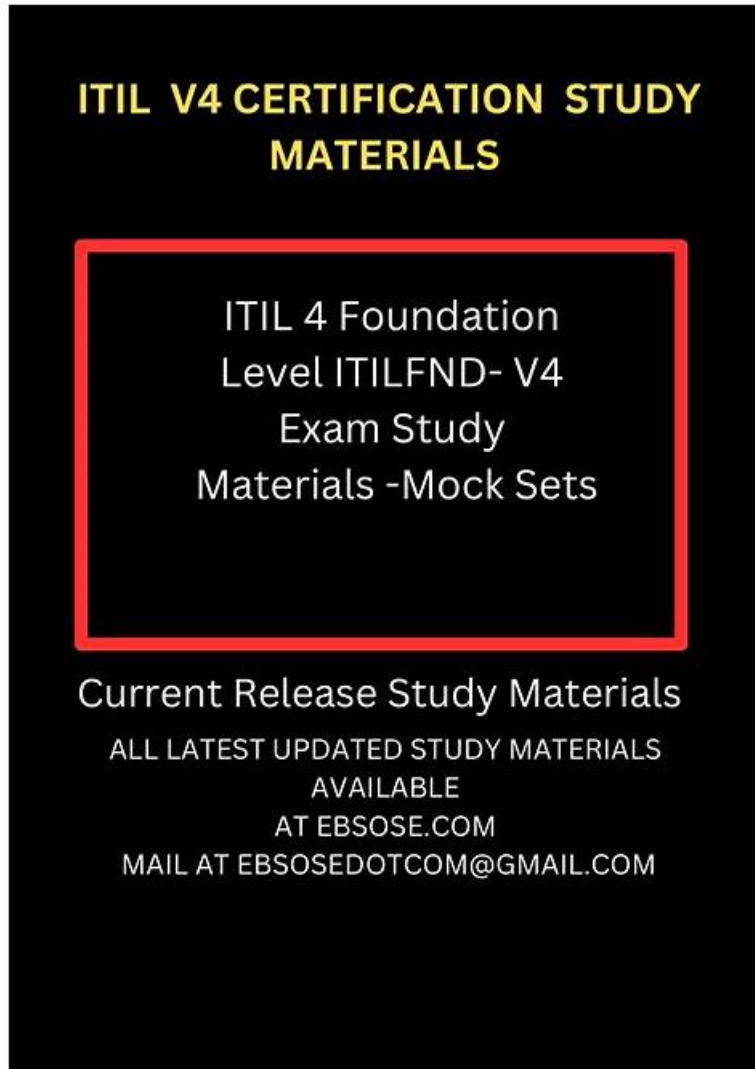


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EXIN ITIL 4 Foundation Sample Questions (Q356-Q361):

NEW QUESTION # 356

Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

- A. Measured data is always more accurate than direct observation
- **B. It should always be used to support direct observation**
- C. It should always be used instead of direct observation
- D. The act of measuring always positively impacts results

Answer: B

NEW QUESTION # 357

Which can act as an operating model for an organization?

- A. Continual improvement
- B. The four dimensions of service management
- C. The ITIL guiding principles
- **D. The service value chain**

Answer: D

NEW QUESTION # 358

What is a configuration item?

- A. A problem that has been analyzed but has not been resolved
- **B. Any component that needs to be managed in order to deliver an IT service**
- C. Any change of state that has significance for the management of a service
- D. Any financially valuable component that can contribute to the delivery of an IT product or service

Answer: B

NEW QUESTION # 359

Which is an objective of the design coordination process?

- A. To gather and document new service level requirements from the customer
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- **D. To produce service design packages and ensure they are handed over to service transition**

Answer: D

NEW QUESTION # 360

Which is a low risk change that has been pre-approved so that no additional authorization is needed?

- A. A normal change
- B. A change model
- C. An emergency change
- **D. A standard change**

