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EXIN ITIL 4 Foundation Sample Questions (Q74-Q79):

NEW QUESTION # 74

Which BEST describes the purpose of the 'improve' value chain activity?

- A. To ensure a shared understanding of the vision and improvement direction for all products and services
- B. To organize a major improvement initiative into several smaller initiatives
- C. To continually improve all products and services across all value chain activities
- D. To make new and improved services and features available for use

Answer: C

NEW QUESTION # 75

Which role approves the cost of services?

- A. Change authority
- B. User
- C. Customer
- D. Sponsor

Answer: D

NEW QUESTION # 76

Which approach is CORRECT when applying the guiding principle 'keep it simple and practical'?

- A. Design controls and metrics first, then remove those not adding value
- B. Only add controls and metrics when they are needed
- C. Only add controls and metrics that are required for compliance
- D. Design controls and metrics and add them individually until all are implemented

Answer: A

NEW QUESTION # 77

Which phase of problem management includes the regular re-assessment of the effectiveness of workarounds?

- A. Problem analysis
- B. Problem control
- C. Error control
- D. Problem identification

Answer: C

NEW QUESTION # 78

Which is recommended as part of the 'progress iteratively with feedback' guiding principle?

- A. Organize work into small manageable units
- B. Reduce the number of steps that produce tangible results
- C. Analyze the whole situation in detail before taking any action
- D. Prohibit changes to plans after they have been finalized

Answer: A

NEW QUESTION # 79

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