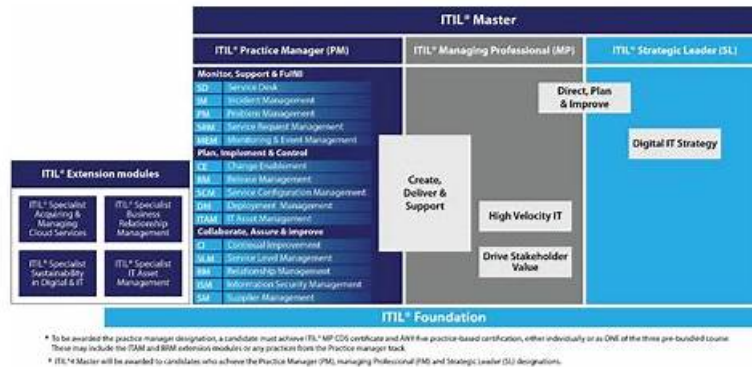


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## EXIN ITIL Foundation (V4) Sample Questions (Q85-Q90):

### NEW QUESTION # 85

Which helps to streamline the fulfilment of service requests?

- A. Eliminating service requests which have complex workflows
- **B. Understanding which service requests can be accomplished with limited approvals**
- C. Separating requests relating to service failures from the degradation of services
- D. Creating new workflows for every service request

**Answer: B**

Explanation:

Reference: <https://www.bmc.com/blogs/itil-service-request-management/>

### NEW QUESTION # 86

Which is provided by the 'engage' value chain activity?

- A. Ensuring that stakeholder expectations for quality are met
- B. Ensuring that services are operated to meet agreed specifications
- C. Ensuring that service components are available when needed
- D. Ensuring that stakeholder needs are understood by the organization

**Answer: D**

#### NEW QUESTION # 87

The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

- A. Service Transition
- B. Service Design
- C. Continual Service Improvement
- D. Service Strategy

**Answer: D**

#### NEW QUESTION # 88

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

- A. Service Operation
- B. Service Transition
- C. Service Strategy
- D. Continual Service Improvement

**Answer: B**

#### NEW QUESTION # 89

Which of the following questions does the guidance in service strategy help to answer?

1. What services should we offer and to whom?
2. How do we differentiate ourselves from competing alternatives?
3. How do we create value for our customers?

- A. All of the above
- B. 1 only
- C. 2 only
- D. 3 only

**Answer: A**

#### NEW QUESTION # 90

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