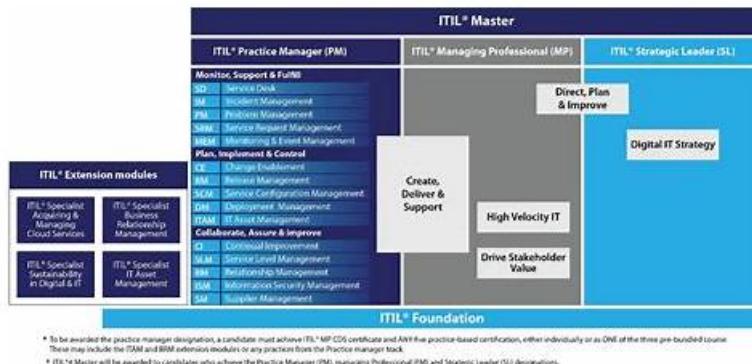


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EXIN ITIL Foundation (V4) Sample Questions (Q85-Q90):

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. 3only

Answer: A

NEW QUESTION # 90

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