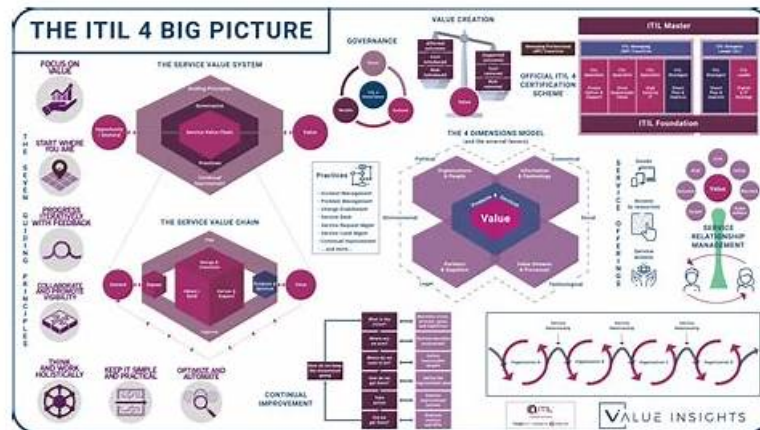


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## EXIN ITIL Foundation (V4) Sample Questions (Q11-Q16):

### NEW QUESTION # 11

Which are phases of the release and deployment process?

1. Release build and test
2. Review and close
3. Categorize and record
4. Change authorization and schedule

- A. 3 and 4
- B. 1 and 2
- C. 1 and 3
- D. 2 and 4

Answer: B

#### NEW QUESTION # 12

What type of change is MOST likely to be managed as a service request?

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

**Answer: D**

#### NEW QUESTION # 13

Which practice's purpose includes creating closer more collaborative relationships?

- **A. Supplier management**
- B. Information security management
- C. Service configuration management
- D. Release management

**Answer: A**

#### NEW QUESTION # 14

What is the type of notification that should be sent when a threshold has been reached, something has changed or a failure has occurred?

- A. An emergency change
- B. An emergency event
- C. A request for change
- **D. An alert**

**Answer: D**

#### NEW QUESTION # 15

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. Amongst the duties of the ECAB is the review of completed emergency changes
- B. The ECAB will be chaired by the IT Director
- **C. The ECAB will be used for emergency changes where there may not be time to call a full CAB**
- D. The ECAB considers every high priority request for change (RFC)

**Answer: C**

#### NEW QUESTION # 16

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