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Key Highlight's

1. Comprehensive Syllabus
2. Real-world Experience
3. Guaranteed Success
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## EXIN ITIL 4 Foundation Sample Questions (Q357-Q362):

### NEW QUESTION # 357

Which practice has a purpose that includes managing authentication and non-repudiation?

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

**Answer: B**

**NEW QUESTION # 358**

Why should a service level agreement include bundles of metrics?

- A. To ensure that all services are included in the service reports
- B. To reduce the number of metrics that need to be measured and reported
- C. To ensure that the service levels have been agreed with customers
- **D. To help focus on business outcomes, rather than operational results**

**Answer: D**

**NEW QUESTION # 359**

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- A. Activities should be automated before they are optimized
- **B. Automation frees human resources for more complex activities**
- C. Automation is best applied to non-standard tasks
- D. Technology eliminates the need for human intervention

**Answer: B**

**NEW QUESTION # 360**

Which is handled as a service request?

- A. An emergency change to implement a security patch
- B. An investigation to identify the cause of an incident
- C. The failure of an IT service
- **D. A compliment about an IT support team**

**Answer: D**

**NEW QUESTION # 361**

What can help to reduce resistance to a planned improvement when applying the guiding principle 'collaborate and promote visibility'?

- A. Engaging every stakeholder group in the same way, with the same communication
- B. Restricting information about the improvement to essential stakeholders only
- **C. Involving customers after all planning has been completed**
- D. Increasing collaboration and visibility for the improvement

**Answer: C**

**NEW QUESTION # 362**

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