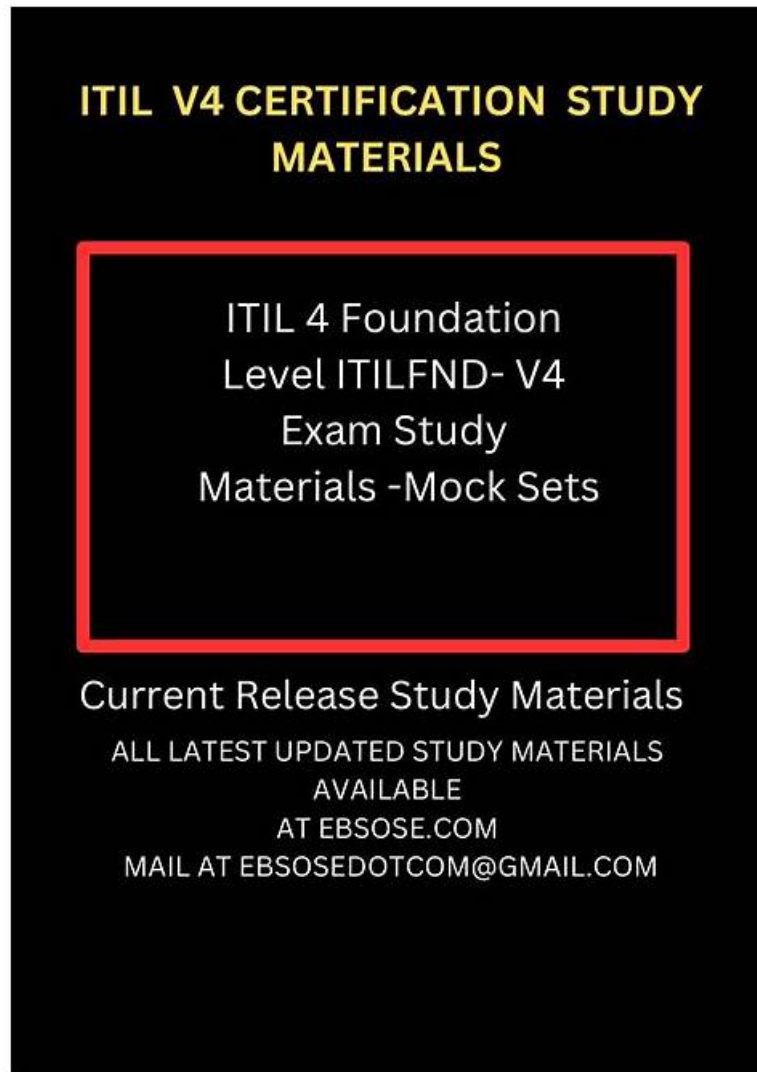


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## EXIN ITIL 4 Foundation Sample Questions (Q311-Q316):

### NEW QUESTION # 311

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

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

**Answer: D**

### NEW QUESTION # 312

Why should some service requests be fulfilled with no additional approvals?

- A. To ensure that information security requirements are met
- B. To ensure that spending is properly accounted for
- **C. To streamline the fulfilment workflow**
- D. To set user expectations for fulfilment times

**Answer: C**

### NEW QUESTION # 313

Which TWO statements about the guiding principles are CORRECT?

1. The guiding principles support continual improvement
2. Each guiding principle applies to a selection of the available stakeholder groups
3. Organizations should decide which one of the guiding principles is relevant to them
4. Organizations should consider how the guiding principles interact with each other

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

**Answer: D**

### NEW QUESTION # 314

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should avoid ambiguous targets such as those relating to user experience
- **B. They should be written using language and terms which all parties will understand**
- C. They should be carried forward, unchanged, from one year to the next to enable consistent service
- D. They should be based on system-based metrics which are useful to the service provider

**Answer: B**

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and

the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

They must be simply written and easy to understand and use for all parties.

### NEW QUESTION # 315

Which practice has the purpose of ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Service management
- C. Relationship management
- **D. Supplier management**

**Answer: D**

### NEW QUESTION # 316

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