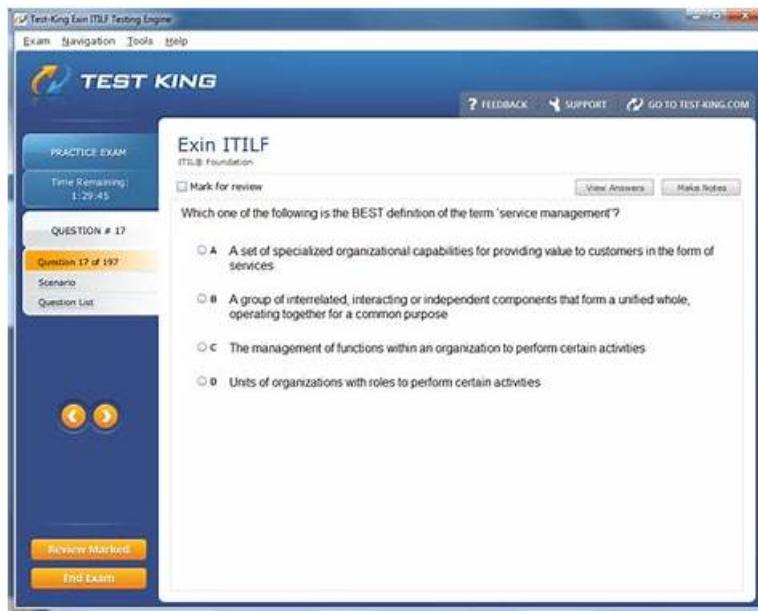


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EXIN ITIL Foundation (V4) Sample Questions (Q192-Q197):

NEW QUESTION # 192

Which one of the following is the BEST description of a service request?

- A. Any request or demand that is entered by a user via a self-help web-based interface
- B. Anything that the customer wants and is prepared to pay for
- C. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting
- D. A request from a user for information, advice or for a standard change

Answer: D

Explanation:

ServiceRequest (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually

handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

NEW QUESTION # 193

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A. configuration of services
- B. authorization of changes
- C. skills of people
- D. relationships with suppliers

Answer: A

Explanation:

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configuration-management-itil-4/>

NEW QUESTION # 194

Which practice is responsible for moving new or changed components to live or other environments?

- A. Supplier management
- B. Release management
- C. Change enablement
- D. Deployment management

Answer: D

Explanation:

Reference: <https://www.sysaid.com/blog/entry/itil-4-practices-whats-new-and-changed>

NEW QUESTION # 195

Which TWO BEST describe the guiding principles?

- * Short term
- * Standards
- * Recommendations
- * Long-term

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

Answer: B

Explanation:

A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=A%20guiding%20principle%20is%20a,of%20work%2C%20or%20management%20structure.>

NEW QUESTION # 196

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Continuity
- B. Serviceability
- C. Capacity

- **D. Availability**

Answer: D

NEW QUESTION # 197

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