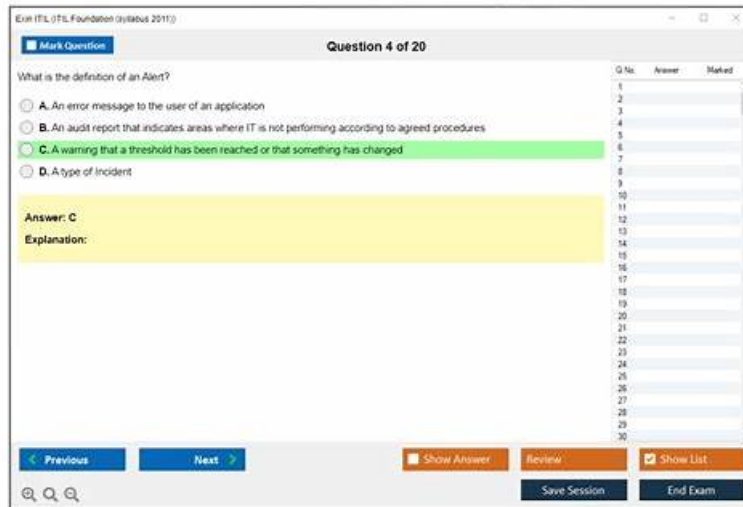


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EXIN ITIL 4 Foundation Sample Questions (Q69-Q74):

NEW QUESTION # 69

Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

- A. Change control
- B. Release management
- C. Deployment management
- D. Service configuration management

Answer: A

NEW QUESTION # 70

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

Answer: B

NEW QUESTION # 71

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

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

Answer: C

NEW QUESTION # 72

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- **A. Verifying that improvement targets have been achieved**
- B. Understanding priorities for improvement
- C. The production of a detailed CSI plan
- D. An initial baseline assessment

Answer: A

NEW QUESTION # 73

What is an incident?

- A. A result enabled by one or more outputs
- **B. A service interruption resolved by the use of self-help tools**
- C. A possible future event that could cause harm
- D. The planned removal of an item that might affect a service

Answer: B

NEW QUESTION # 74

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