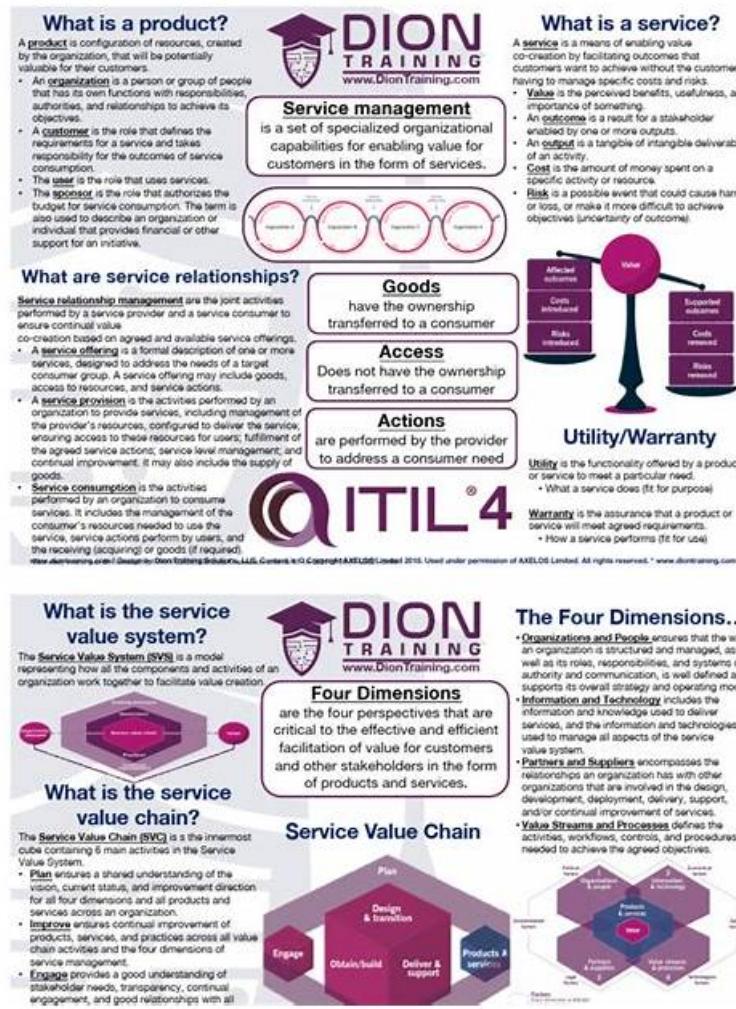


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EXIN ITIL Foundation (V4) Sample Questions (Q373-Q378):

NEW QUESTION # 373

What must always be done before an activity is automated?

- A. Ensure that DevOps has been successfully implemented
- B. Ensure the solution removes the need for human intervention
- **C. Check that the activity has already been optimized**
- D. Check that suitable new technology has been purchased

Answer: C

NEW QUESTION # 374

How should entries in the CSI register be categorized?

- A. Based on priority, urgency and impact to the business and to all its stakeholders
- B. Based on IT service name, cost to the business and expected outcomes to the customer
- **C. Based on small, medium or, large undertakings that can be done quickly, medium term or long term**
- D. Based on best improvement opportunities in the organization to achieve a competitive advantage

Answer: C

NEW QUESTION # 375

What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas from many sources are kept in a single CIR
- B. Improvement ideas that are not being actioned immediately are removed from the CIR
- **C. Improvement ideas are documented, assessed and prioritized**
- D. Improvement ideas are tested, funded and agreed

Answer: C

NEW QUESTION # 376

Which dimension includes a workflow management system?

- **A. Value streams and processes**
- B. Partners and suppliers
- C. Organizations and people
- D. Information and technology

Answer: A

NEW QUESTION # 377

Which statement about output is correct?

- A. They capture customer demand for services
- **B. They contribute to the achievement of outcomes**
- C. They consist of several outcomes.
- D. They describes how the service performs.

Answer: B

NEW QUESTION # 378

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