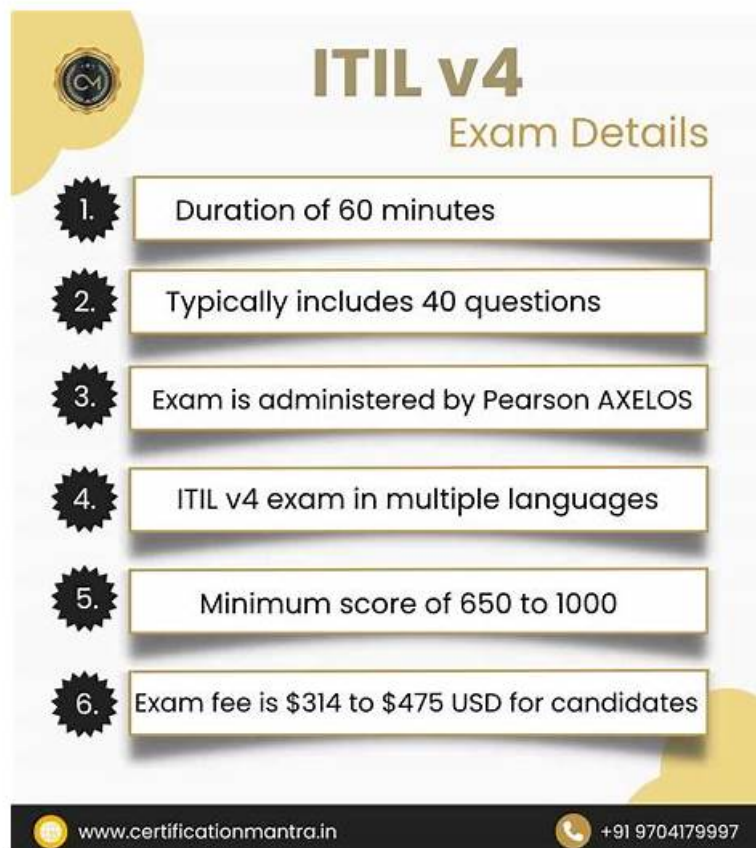


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The infographic titled "ITIL v4 Exam Details" lists six key points about the exam. It features a yellow and white color scheme with a circular logo in the top left corner. The points are numbered 1 through 6, each in a black starburst shape, followed by a white box containing the detail. At the bottom, there is a black bar with a website URL and a phone number.

1. Duration of 60 minutes
2. Typically includes 40 questions
3. Exam is administered by Pearson AXELOS
4. ITIL v4 exam in multiple languages
5. Minimum score of 650 to 1000
6. Exam fee is \$314 to \$475 USD for candidates

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## EXIN ITIL 4 Foundation Sample Questions (Q301-Q306):

### NEW QUESTION # 301

What is the value of a service?

- A. A tangible or intangible deliverable of the service
- B. The benefits, usefulness, or importance of the service, as perceived by the stakeholders
- C. The amount of money that is created or saved for the service consumers by using the service
- D. A result for a stakeholder enabled by the outputs of the service

**Answer: B**

**NEW QUESTION # 302**

Which statement about managing incidents is CORRECT?

- A. Low impact incidents should be resolved efficiently so the resource required is reduced
- B. The 'incident management' practice should use a single process regardless of the impact of the incident
- C. Incidents with the lowest impact should be resolved first
- D. Low impact incidents should be resolved efficiently, making logging unnecessary

**Answer: A**

**NEW QUESTION # 303**

Which two statements about an organization's culture are CORRECT?

1. It is created from shared values based on how it carries out its work
2. It is determined by the type of technology used to support services
3. It should be based on the culture of prospective suppliers
4. It should be based on the objectives of the organization

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

**Answer: C**

**NEW QUESTION # 304**

Which does the ITIL service value system discourage?

- A. Coordinated authorities and responsibilities
- B. Interfaces among practices
- C. Organizational silos
- D. Organizational agility

**Answer: C**

**NEW QUESTION # 305**

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

- A. Service configuration management
- B. Change enablement
- C. Information security management
- D. IT asset management

**Answer: C**

**NEW QUESTION # 306**

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