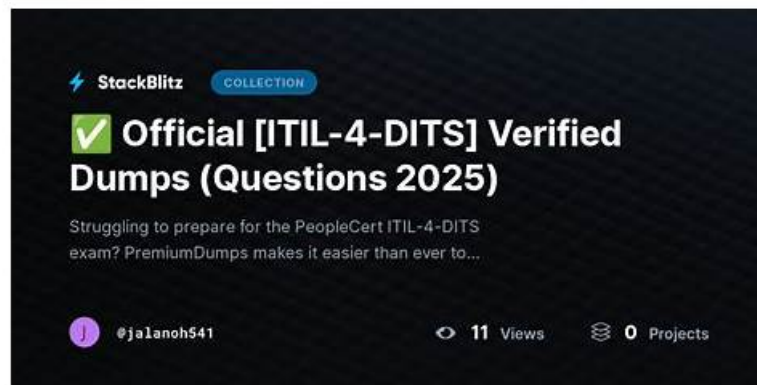


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EXIN ITIL Foundation (V4) Sample Questions (Q432-Q437):

NEW QUESTION # 432

Which value chain activity ensures a shared understanding of the current status and required direction for all products and services?

- **A. Plan**
- B. Deliver and support
- C. Improve
- D. Design and transition

Answer: A

NEW QUESTION # 433

Which of the following is NOT an objective of the Operations Management function?

- **A. First line Incident investigation and diagnosis logged by users**
- B. Swift application of skills to diagnose any IT Operations failures that occur
- C. Maintenance of status quo to achieve stability of day to day processes and activities

- D. Regular scrutiny and improvements to achieve improved service at reduced costs

Answer: A

NEW QUESTION # 434

Which statement about emergency changes is CORRECT?

- A. Authorization of emergency changes may be deferred until after implementation
- **B. Emergency changes are not usually recorded in the change schedule**
- C. It is necessary to complete all documentation before an emergency change is implemented
- D. Emergency changes are low risk and well understood

Answer: B

Explanation:

* Emergency changes. These are changes that must be implemented as soon as possible; for example, to resolve an incident or implement a security patch. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly. As far as possible, emergency changes should be subject to the same testing, assessment, and authorization as normal changes, but it may be acceptable to defer some documentation until after the change has been implemented, and sometimes it will be necessary to implement the change with less testing due to time constraints. There may also be a separate change authority for emergency changes, typically including a small number of senior managers who understand the business risks involved."

<https://itsmtools.com/why-what-change-management/#:~:text=Emergency%20changes.&text=Emergency%20changes%20are%20not%20typically,they%20can%20be%20implemented%20quickly.>

NEW QUESTION # 435

Identify the missing words in the following sentence.

The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

- A. 'focus on value' guiding principle
- B. 'service request management' practice
- **C. service value system**
- D. four dimensions of service management

Answer: C

NEW QUESTION # 436

Which of the following is the BEST definition of a Risk?

- A. Something that has happened
- B. Something that won't happen
- C. Something that will happen
- **D. Something that might happen**

Answer: D

NEW QUESTION # 437

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