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### EXIN ITIL Foundation (V4) Sample Questions (Q309-Q314):

NEW QUESTION # 309

What is the pre-authorized change known as?

- A. An ordinary change
- B. A normal change
- C. A retrospective change
- D. A standard change

**Answer: D**

#### **NEW QUESTION # 310**

Which of the following processes are performed by the service desk?

1. Capacity management
2. Request fulfillment
3. Demand management
4. Incident management

- A. All of the above
- B. 3 and 4 only
- C. 2 only
- D. 2 and 4 only

**Answer: D**

#### **NEW QUESTION # 311**

Which process is responsible for providing the rights to use an IT service?

- A. Access management
- B. Request fulfillment
- C. Change management
- D. Incident management

**Answer: A**

#### **NEW QUESTION # 312**

Which is an input to the service value system?

- A. Recommendations to help an organization in all aspects of its work
- B. A need from consumers for new or changes services
- C. A model to help meet stakeholders expectations
- D. The system of directing and controlling an organization

**Answer: C**

Explanation:

The key inputs to the SVS are opportunity and demand. The output of the SVS is value delivered by products and services. Opportunity refers to options or possibilities to add value for stakeholders or otherwise improve the organization  
<https://www.bmc.com/blogs/itil-service-value-system/#:~:text=The%20key%20inputs%20to%20the,or%20otherwise%20improve%20the%20organization.>

#### **NEW QUESTION # 313**

Which is described by the 'organizations and people' dimension of service management?

- A. Inputs and outputs
- B. Communication and collaboration
- C. Workflows and controls
- D. Contracts and agreements

## Answer: B

Explanation:

The organizations and people dimension sets out the people aspects of service management to be considered when designing, operating and changing service offerings. People include employees, managers, executives, customers, supplier employees, or anybody else who is involved in the creation or consumption of services.

<https://assyst.ifs.com/blog/itil4-organizations-and-people#:~:text=The%20organizations%20and%20people%20dimension%20sets%20out%20the%20people%20aspects,creation%20or%20consumption%20of%20services.>

## NEW QUESTION # 314

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