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ITIL 4 Foundation Exam



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### EXIN ITIL Foundation (V4) Sample Questions (Q184-Q189):

#### NEW QUESTION # 184

Which stage of the Continual Service Improvement (CSI) model is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Did we get there?
- B. Where are we now?
- C. How do we get there?
- D. Where do we want to be?

**Answer: D**

#### NEW QUESTION # 185

Which of the following can be used to access service desks?

- A. Phone calls
- B. All of the above
- C. Text and social media messaging
- D. Email

**Answer: B**

#### NEW QUESTION # 186

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. Continual service improvement (CSI) approach
- B. The Deming Cycle
- C. Incident model
- D. RACI model

**Answer: D**

#### NEW QUESTION # 187

Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

- A. Suppliers
- B. Operations
- C. External Consultants
- D. External Customers

**Answer: A**

#### NEW QUESTION # 188

Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

- 1) Allocate roles and responsibilities to work on CSI initiatives.
- 2) Measure and review that the CSI plan is executed and its objectives are being achieved.
- 3) Identify the scope, objectives and requirements for CSI.
- 4) Decision on implementation of further enhancement.

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

**Answer: C**

## NEW QUESTION # 189

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