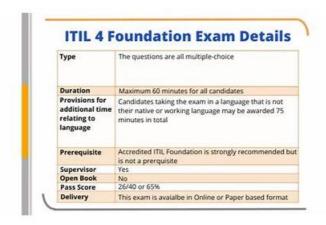
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EXIN ITIL Foundation (V4) Sample Questions (Q17-Q22):

NEW QUESTION #17

Which of the following might be used to manage an Incident?

1.Incident Model

2.Known Error Record

- A. 1 only
- B. Both of the above
- C. Neither of the above
- D. 2 only

Answer: B

NEW QUESTION #18

Which guiding principle recommends coordinating all dimensions of service management?

- A. Start where you are
- B. Progress iteratively with feedback
- C. Think and work holistically
- D. Keep it simple and practical

Answer: C

NEW QUESTION #19

Which guiding principle considers how the steps of a process can be performed as efficiently as possible?

- A. Start where you are
- B. Optimize and automate
- C. Focus on value
- D. Think and work holistically

Answer: B

Explanation:

Reference: https://www.sysaid.com/blog/entry/the-7-guiding-principles-of-itil-4-practical-advice-to-help-you-make-decisions

NEW QUESTION #20

Which statement about service requests is CORRECT?

- A. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment
- B. Complex service requests should be dealt with as normal changes
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests that require simple workflows should be dealt with as incidents

Answer: A

NEW QUESTION #21

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. No: a known error record should be created with the next release of the service
- B. Yes: for ease of management, a known error record can be created at any time it is prudent to do so
- C. No: a known error record is created when the original incident is raised
- D. No: a known error record must only be created after a workaround has been found

Answer: B

NEW QUESTION #22

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