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EXIN ITIL Foundation (V4) Sample Questions (Q289-Q294):

NEW QUESTION # 289

Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Standard changes are high risk and should be authorized by the highest level of change authority
- C. Centralizing change authorization to a single person is the most effective means of authorization
- D. The authorization of normal changes should be expedited to ensure they can be implemented quickly

Answer: A

NEW QUESTION # 290

What helps diagnose and resolve a simple incident?

- A. Formation of a temporary team
- **B. The use of scripts**
- C. Rapid escalation
- D. Problem prioritization

Answer: B

NEW QUESTION # 291

Which of the following is the BEST description of a Business Case?

- **A. A decision support and planning tool that projects the likely consequences of a business action**
- B. A complaint by the business about a missed service level.
- C. A portable device designed for the secure storage and transportation of important documents
- D. The terms and conditions in an IT outsource contract.

Answer: A

NEW QUESTION # 292

Which of the four dimensions focuses on managing data in compliance with industry regulations?

- **A. Information and technology**
- B. Organizations and people
- C. Partners and suppliers
- D. Value streams and processes

Answer: A

Explanation:

ITIL® has defined four dimensions that collectively are critical to the effective and efficient delivery of value to customers and other stakeholders in the form of products and services. These dimensions are:

- * Organizations and People
- * Information and Technology
- * Partners and Suppliers
- * Value Streams and Processes

<https://www.bmc.com/blogs/itil-four-dimensions-service-management/>

NEW QUESTION # 293

Which guiding principle considers the importance of customer loyalty?

- A. Progress iteratively with feedback
- B. Optimize and automate
- C. Start where you are
- **D. Focus on value**

Answer: D

NEW QUESTION # 294

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