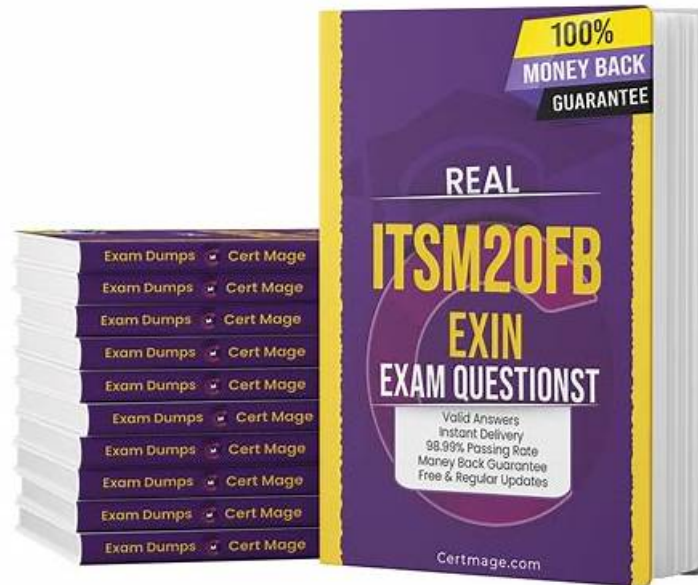


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EXIN ITIL Foundation (V4) Sample Questions (Q287-Q292):

NEW QUESTION # 287

Where should the definitive authorized versions of all media Configuration Items (CIs) be stored and protected?

- A. Service Knowledge Management System
- B. Software Secure Library
- C. Definitive Media Library
- D. Definitive Software Store

Answer: C

NEW QUESTION # 288

Which of the following is an enabler of best practice?

- A. Academic research
- B. Technology
- C. Internal experience
- D. Standards

Answer: B

NEW QUESTION # 289

What is a definition of a service improvement plan (SIP)?

- A. A formal plan to implement improvements to a customer's business processes
- B. A formal plan to implement improvements to a service or process
- C. An input from availability management to service level management, detailing the service design plan
- D. An input from financial management for IT services to service level management, detailing the budget plan

Answer: B

Explanation:

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NEW QUESTION # 290

Which is provided by the 'engage' value chain activity?

- A. Ensuring that stakeholder expectations for quality are met
- B. Ensuring that service components are available when needed
- C. Ensuring that services are operated to meet agreed specifications
- D. Ensuring that stakeholder needs are understood by the organization

Answer: D

NEW QUESTION # 291

Which of the following would be defined as part of every process?

1. Roles
2. Activities
3. Functions
4. Responsibilities

- A. 2 and 4 only
- B. All of the above
- C. 1 and 3 only
- D. 1, 2 and 4 only

Answer: D

NEW QUESTION # 292

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