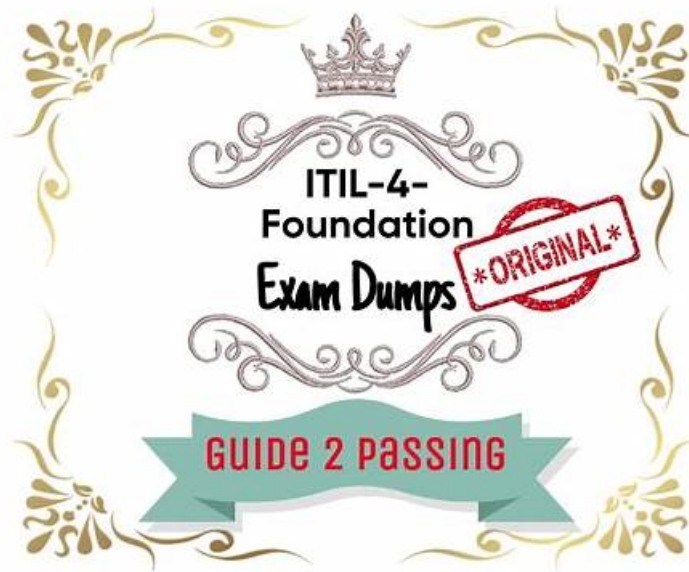


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EXIN ITIL Foundation (V4) Sample Questions (Q194-Q199):

NEW QUESTION # 194

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns and daily needs of customers?

- A. Service level management
- B. Supplier Management
- C. Service request management

- D. Service desk

Answer: C

Explanation:

In order to be aligned to customer outcomes and expectations, SLM requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers:

* Engagement is needed to understand and confirm the actual ongoing needs and requirements of customers, not simply what is interpreted by the service provider or has been agreed several years before. ITIL4 refers to value as being co-created, since it needs the input and validation of customers.

* Listening is important as a relationship-building and trust-building activity, to show customers that they are valued and understood. This helps to move the provider away from always being in 'solution mode' and to build new, more constructive partnerships. Each customer is unique, and the service provider must not have a one-size-fits-all approach.

The activities of engaging and listening provide a great opportunity to build improved relationships and to focus on what really needs to be delivered. They also give service delivery staff an experience-based understanding of the day-to-day work that is done with their technology, enabling them to deliver a more business-focused service. When the customer is engaged and listened to, they feel valued and their perception of the service and service management activities improves.

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

NEW QUESTION # 195

What is the purpose of the 'incident management' practice?

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- C. To capture demand for incident resolution and service requests
- D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

Answer: A

NEW QUESTION # 196

Which of the following can include steps that will help to resolve an incident?

1. Incident model
2. Known error record

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

Answer: D

NEW QUESTION # 197

Which of the following is event management NOT used for?

- A. Recording and monitoring environmental conditions in the data center
- B. Intrusion detection in the data center
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

Answer: B

Explanation:

Reference: http://wiki.en.it-processmaps.com/index.php/Event_Management

NEW QUESTION # 198

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive security library
- **B. In the definitive media library**
- C. In the definitive software library
- D. In the definitive production library

Answer: B

NEW QUESTION # 199

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