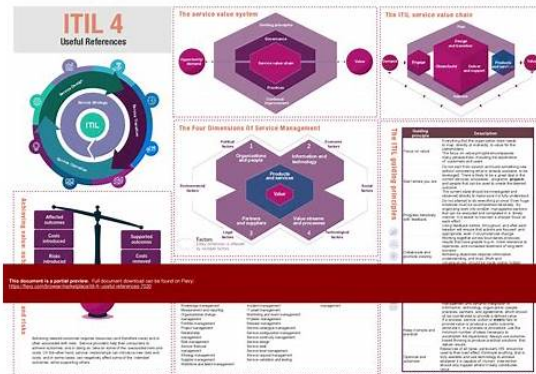


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EXIN ITIL Foundation (V4) Sample Questions (Q61-Q66):

NEW QUESTION # 61

Why should a service level agreement include bundles of metrics?

- A. To help focus on business outcomes, rather than operational result.
- B. To ensure that all services are included in the service reports
- C. To ensure that the service levels have been agreed with customers
- D. To reduce the number of metrics that need to be measured and reported

Answer: A

Explanation:

Individual metrics without a specified service context are unhelpful. They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.)

NEW QUESTION # 62

Which is a purpose of the 'service level management' practice?

- A. To ensure that the organization's suppliers and their performance are managed appropriately
- B. To set clear business-based targets for service levels
- C. To support the agreed quality of a service handling all agreed, user-initiated service requests
- D. To establish and nurture the links between the organization and its stakeholders

Answer: B

NEW QUESTION # 63

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

- A. The Information Management System
- B. The Asset Register
- C. The Service Knowledge Management System
- D. The Known Error Database

Answer: C

NEW QUESTION # 64

Consider the following list:

- 1) Change Authority
- 2) Change Manager
- 3) Change Advisory Board (CAB)

What are these BEST described as?

- A. Roles, people or groups
- B. Job descriptions
- C. Teams
- D. Functions

Answer: A

NEW QUESTION # 65

Which statement about managing incidents is CORRECT?

- A. Incidents with the lowest impact should be resolved first
- B. Low impact incidents should be resolved efficiently, making logging unnecessary
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. The 'incident management' practice should use a single process regardless of the impact of the incident

Answer: C

NEW QUESTION # 66

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