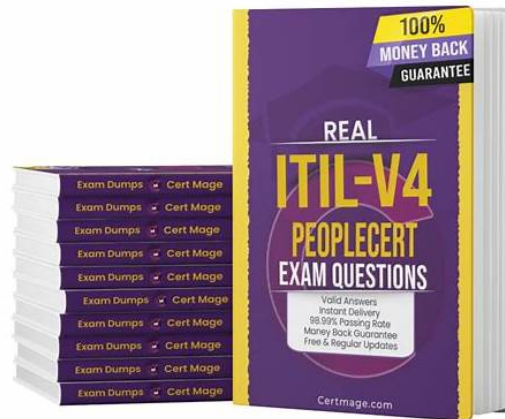


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EXIN ITIL Foundation (V4) Sample Questions (Q53-Q58):

NEW QUESTION # 53

Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

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

QUESTIONNO: 269 Which of the following is NOT an aim of the Change Management process?

- A. Overall business risk is optimized
- B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- C. All budgets and expenditures are accounted for
- D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

Answer: C

NEW QUESTION # 54

As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

- 1) An internal service provider embedded within a business unit
- 2) An internal service provider that provides shared IT services
- 3) An external service provider

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

Answer: A

NEW QUESTION # 55

Availability Management is responsible for availability of the:

- A. Components and Business Processes
- **B. Services and Components**
- C. Services, Components and Business Processes
- D. Services and Business Processes

Answer: B

NEW QUESTION # 56

What type of improvement should be achieved by using the Deming Cycle?

- A. Quick wins
- B. Rapid, one-off improvement
- **C. Steady, ongoing improvement**
- D. Return on investment within 12 months

Answer: C

NEW QUESTION # 57

Why should a service level agreement include bundles of metrics?

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

Answer: C

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 # 58

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