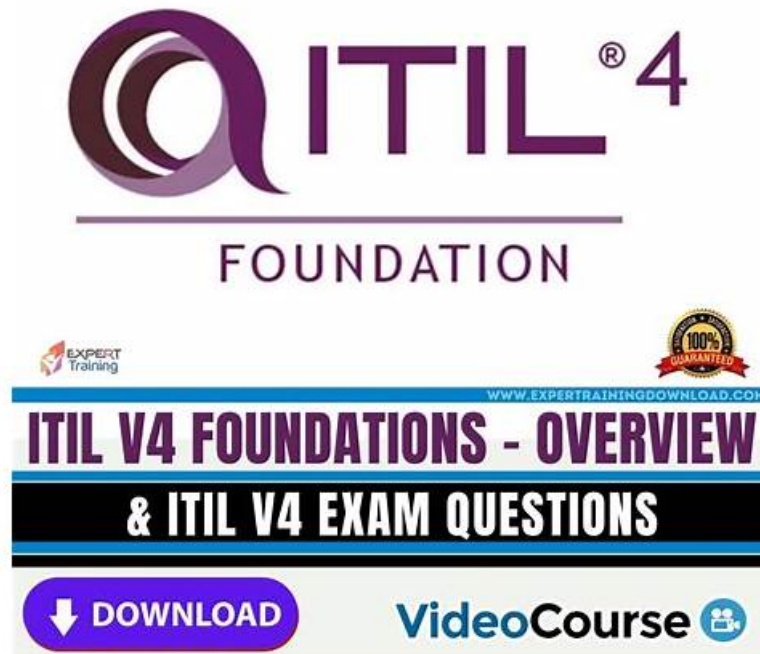


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EXIN ITIL Foundation (V4) Sample Questions (Q91-Q96):

NEW QUESTION # 91

Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

- A. Monitoring and event management

- B. Relationship management
- **C. Service desk**
- D. Service level management

Answer: C

NEW QUESTION # 92

What should be documented as part of every process?

- A. The service owner, service level agreement and set of process procedures
- B. The service manager, service contract and set of work instructions
- C. The policy owner, operational level agreement and set of process steps
- **D. The process owner, process policy and set of process activities**

Answer: D

NEW QUESTION # 93

Which is a purpose of release management?

- A. To handle user-initiated service requests
- **B. To make new and changed services available for use**
- C. To protect the organization's information
- D. To move hardware and software to live environments

Answer: B

NEW QUESTION # 94

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service transition
- **C. Service design**
- D. Service operation

Answer: C

NEW QUESTION # 95

Which statement about managing incidents is CORRECT?

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

Answer: A

NEW QUESTION # 96

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