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EXIN ITIL Foundation (V4) Sample Questions (Q40-Q45):

NEW QUESTION # 40

Which is included in the purpose of the 'change enablement' practice?

- A. Plan and manage the full lifecycle of all IT assets
- B. Make new and changed services available for use
- **C. Ensure that risks have been properly assessed**
- D. Record and report selected changes of state

Answer: C

NEW QUESTION # 41

Which 'service level management' activity helps staff to deliver a more business-focused service?

- A. Using complex technical terminology in service level agreements (SLAs)
- **B. Understanding the ongoing requirements of customers**
- C. Measuring low-level operational activities
- D. Creating targets based on the percentage of uptime of a service

Answer: B

NEW QUESTION # 42

Which one of the following is the BEST definition of an event?

- A. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- B. Reducing or eliminating the cause of an incident or problem
- C. The unknown cause of one or more incidents that have an impact on an IT service
- **D. Any change of state that has significance for the management of a configuration item (CI) or IT service**

Answer: D

NEW QUESTION # 43

Which types of communication would the functions within service operation use?

1. Communication between data centre shifts
2. Communication related to changes
3. Performance reporting
4. Routine operational communication

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

Answer: C

NEW QUESTION # 44

Which of the following are CORRECT Service Design Aspects?

- 1) Service Solutions for new or changed services
- 2) Management policies and guidelines
- 3) Business requirements technology and management architectures
- 4) Process requirements technology and management architectures

- A. 2 and 3
- **B. 1 and 4**
- C. 3 and 4
- D. 1 and 2

Answer: B

NEW QUESTION # 45

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