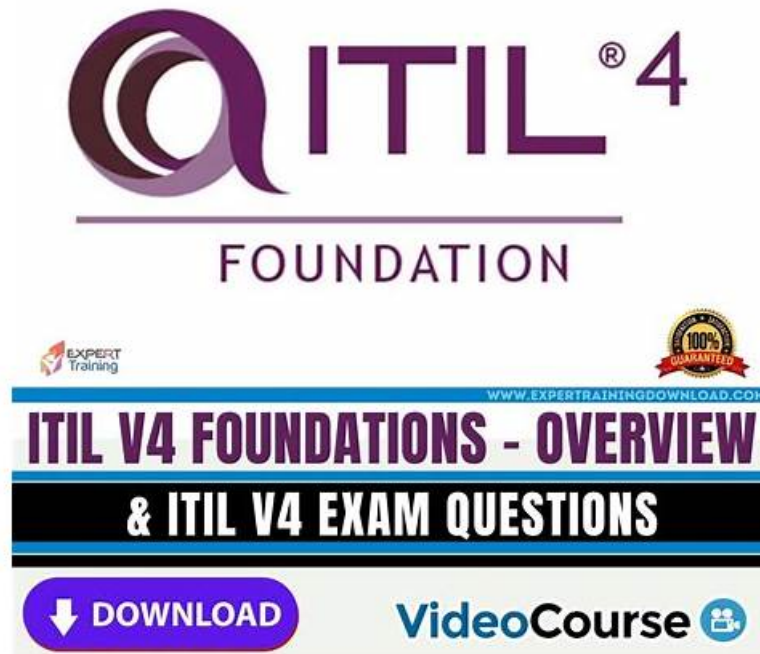


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EXIN ITIL Foundation (V4) Sample Questions (Q475-Q480):

NEW QUESTION # 475

Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

- A. Service operation.
- B. Service level management
- C. Service Design.
- D. Service transition

Answer: D

NEW QUESTION # 476

A change process model should include:

- 1 - The steps that should be taken to handle the change with any dependences or co-processing defined, including handling issues and unexpected events
- 2 - Responsibilities; who should do what, including escalation
- 3 - Timescales and thresholds for completion of the actions
- 4 - Complaints procedures

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

Answer: B

NEW QUESTION # 477

Which one of the following statements about Incident reporting and logging is correct?

- A. Incident can only be reported by users, since they are only the only people who know when a service has been disrupted
- B. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- **C. Incidents can be reported by anyone who detects a disruptions or potential disruption to normal service. This includes technical staff**
- D. Incidents reported by technical staff must be logged as problems because technical staff manage infrastructure devices not services

Answer: C

NEW QUESTION # 478

Who is responsible for defining Key Performance Indicators (KPIs) for the Change Management process?

- **A. The change management process owner**
- B. The continual service improvement manager
- C. The change advisory board (CAB)
- D. The service owner

Answer: A

NEW QUESTION # 479

The information that is passed to Service Transition to enable the implementation of a new service is called what?

- A. A new service package (NSP)
- B. A service transition package (STP)
- **C. A service design package (SDP)**
- D. A service level package (SLP)

Answer: C

NEW QUESTION # 480

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- [illegible]