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ITIL Foundation

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330 Questions

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EXIN ITIL 4 Foundation Sample Questions (Q240-Q245):

NEW QUESTION # 240

What is the CORRECT order for the three phases of problem management?

- A. Problem identification, problem control, error control
- B. Error control, problem control, problem identification
- C. Problem identification, error control, problem control
- D. Problem control, error control, problem identification

Answer: A

NEW QUESTION # 241

Which dimension of service management considers how activities are coordinated?

- A. Information and technology
- B. Value streams and processes
- C. Organizations and people
- D. Partners and suppliers

Answer: B

NEW QUESTION # 242

How do 'continual improvement registers' help to create value?

- A. By assigning change authorities for change requests
- B. By documenting all improvement ideas in a single place
- C. By making improvements visible
- D. By monitoring achievement against service level targets

Answer: B

NEW QUESTION # 243

What are typically recognized through notifications created by an IT service, CI or monitoring tool?

- A. Events
- B. Problems
- C. Requests
- D. Incidents

Answer: A

NEW QUESTION # 244

Which is CORRECT about change authorization?

- A. Emergency changes are authorized by the technician making the change
- B. The change authority will ensure changes are authorized after they are deployed
- C. Assignment of the change authority is based on the change type and model
- D. A change authority is assigned each time a standard change is requested

Answer: C

NEW QUESTION # 245

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