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EXIN ITIL Foundation (V4) Sample Questions (Q186-Q191):

NEW QUESTION # 186

Which one of the following is the BEST description of a service request?

- A. Anything that the customer wants and is prepared to pay for
- B. Any request or demand that is entered by a user via a self-help web-based interface
- C. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting
- D. A request from a user for information, advice or for a standard change

Answer: D

Explanation:

ServiceRequest (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

NEW QUESTION # 187

Contracts are used to define:

- A. Metrics and Critical Success Factors (CSFs) in an external agreement
- B. The provision of IT services or business services by a Service Provider
- **C. The provision of goods and services by Suppliers**
- D. Service Levels that have been agreed between the Service Provider and their Customer

Answer: C

NEW QUESTION # 188

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

- 1.Details of failed changes
- 2.Updates to the change schedule
- 3.Reviews of completed changes

- A. 2 and 3 only
- B. Explanation:

QUESTIONNO: 228

Which of the following are types of service defined in ITIL?

- 1.Core
- 2.Enabling
- 3.Special

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

Answer: C

NEW QUESTION # 189

Which of the following providevalue to the business from service strategy?

- 1.Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
- 2.Enabling the service provider to respond quickly and effectively to changes in the business environment
- 3.Reduction in the duration and frequency of service outages

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

Answer: D

NEW QUESTION # 190

The goal of which process is: "To improve the quality of management decision making by ensuring that reliable and secure information and data is available throughout the lifecycle"?

- A. Change Management
- B. Service Asset and Configuration Management
- **C. Knowledge Management**
- D. Availability Management

Answer: C

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