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EXIN ITIL Foundation (V4) Sample Questions (Q294-Q299):

NEW QUESTION # 294

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

- A. Problem management
- B. Incident management
- C. Continual improvement
- D. Service desk

Answer: D

NEW QUESTION # 295

Which of the following is the goal or purpose of service level management?

- A. To ensure that an agreed level of IT service is provided for all current IT services
- B. To carry out the service operations activities needed to support current IT services
- C. To create and populate a service catalogue
- D. To ensure that sufficient capacity is provided to deliver the agreed performance of services

Answer: A

NEW QUESTION # 296

The BEST description of an Incident is:

- A. An unplanned interruption to service or a reduction in the quality of service
- B. An unplanned disruption of service unless there is a backup to that service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the Service Desk, regardless of whether the service is impacted or not

Answer: A

NEW QUESTION # 297

Who is responsible for defining metrics for change management?

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

Answer: A

NEW QUESTION # 298

What is used as a tool to help define and measure performance?

- A. A change schedule
- B. A service level agreement
- C. An incident record
- D. A continual improvement register

Answer: A

NEW QUESTION # 299

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