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EXIN ITIL Foundation (V4) Sample Questions (Q382-Q387):

NEW QUESTION # 382

Which of the following are responsibilities of a Service Level Manager?

1. Agreeing targets in Service Level Agreements
2. Designing the service so it can meet the targets
3. Ensuring all needed contracts and agreements are in place

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

Answer: D

NEW QUESTION # 383

Which is a purpose of the 'service desk' practice?

- A. To capture demand for incident resolution and service requests
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- C. To set clear business-based targets for service performance
- D. To maximize the number of successful IT changes by ensuring risks are properly assessed

Answer: A

NEW QUESTION # 384

To add value to the business, what are the four reasons to monitor and measure?

- A. Evaluate; Direct; Justify; Improve
- B. Validate; Direct; Justify; Improve
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Diagnose; Justify; Intervene

Answer: C

NEW QUESTION # 385

What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. Did we get there?
6. ?

- A. What is the Return On Investment (ROI)?
- B. How much did it cost?
- C. How do we keep the momentum going?
- D. What is the Value On Investment (VOI)?

Answer: C

NEW QUESTION # 386

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model
- B. Continual service improvement (CSI) approach
- C. The Deming Cycle
- D. Incident model

Answer: A

NEW QUESTION # 387

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