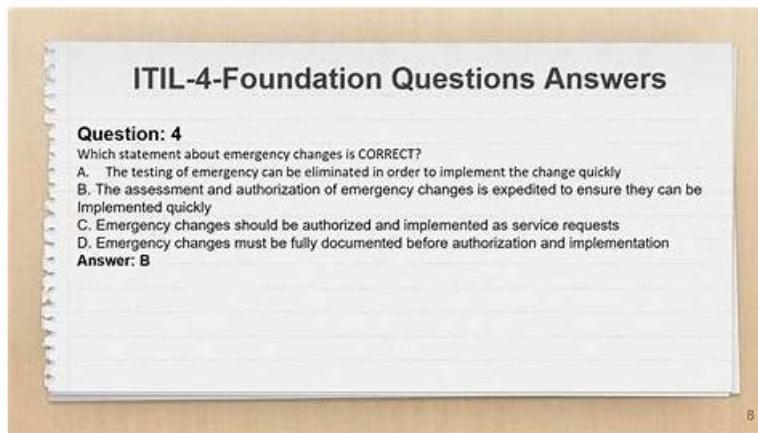


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EXIN ITIL Foundation (V4) Sample Questions (Q337-Q342):

NEW QUESTION # 337

Which statement about the 'four Ps' of service design is CORRECT?

- A. Partners refers to suppliers and vendors
- B. Processes refers to skill and training
- C. People refers to technology and tools
- D. Products refers to producers and metrics

Answer: A

Explanation:

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NEW QUESTION # 338

What describes how components and activities work together to facilitate value creation?

- A. The four dimensions of service management
- B. The ITIL service value system
- C. A service relationship

- D. The ITIL guiding principles

Answer: B

NEW QUESTION # 339

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. An IT asset
- B. A user
- C. A configuration item (CI)
- D. A customer

Answer: D

NEW QUESTION # 340

Which of the following provide value 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. 1 and 2 only
- B. 1 and 3 only
- C. All of the above
- D. 2 and 3 only

Answer: A

NEW QUESTION # 341

Which of the following CANNOT be provided by a tool?

- A. Knowledge
- B. Information
- C. Data
- D. Wisdom

Answer: D

NEW QUESTION # 342

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