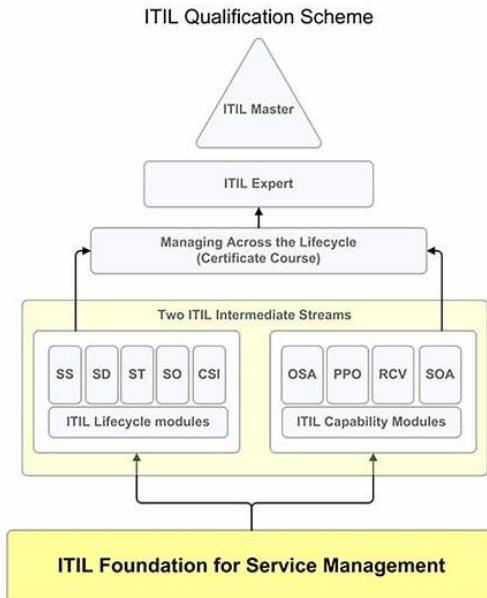


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EXIN ITIL Foundation (V4) Sample Questions (Q334-Q339):

NEW QUESTION # 334

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of new or changed services
- B. Explanation:

QUESTIONNO: 71

Where would you expect incident resolution targets to be documented?

- A. A service level agreement (SLA)
- B. A request for change (RFC)
- C. The service portfolio
- D. A service description
- C. The design of market spaces**
- D. The design of the technology architectures
- E. The design of the service portfolio, including the service catalogue

Answer: C

NEW QUESTION # 335

Which of the following can help determine the level of impact of a problem?

- A. Configuration Management System (CMS)**
- B. Standard Operating Procedures (SOP)
- C. Statement of Requirements (SOR)
- D. Definitive Media Library (DML)

Answer: A

NEW QUESTION # 336

Why should a service level agreement include bundles of metrics?

- A. To ensure that all services are included in the service reports
- B. To reduce the number of metrics that need to be measured and reported
- C. To ensure that the service levels have been agreed with customers
- D. To help focus on business outcomes, rather than operational result.

Answer: D

Explanation:

Individual metrics without a specified service context are unhelpful. They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

[https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20\(SLAs\)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.](https://www.bmc.com/blogs/itil-service-level-management/#:~:text=Service%20Level%20Agreements%20(SLAs)&text=Individual%20metrics%20without%20a%20specified,satisfaction%20and%20key%20business%20outcomes.)

NEW QUESTION # 337

. When should a known error be raised?

- A. Only when the root cause is found and a workaround exists
- B. As soon as the major problem procedure is executed
- C. Only when the error in the IT Service is found
- D. As soon as it becomes useful to do so

Answer: D

NEW QUESTION # 338

Which of the following is event management NOT used for?

- A. Intrusion detection in the data center
- B. Recording and monitoring environmental conditions in the data center
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

Answer: A

Explanation:

Reference: http://wiki.en.it-processmaps.com/index.php/Event_Management

NEW QUESTION # 339

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