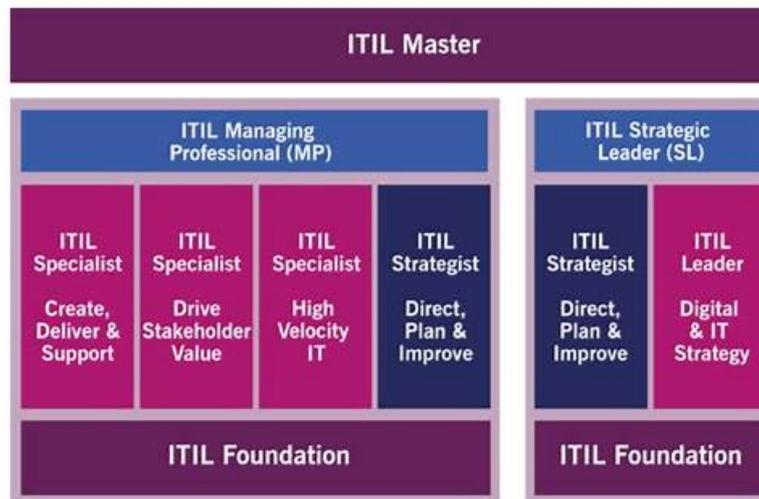


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EXIN ITIL Foundation (V4) Sample Questions (Q208-Q213):

NEW QUESTION # 208

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfilment, and access management
- B. Incident management, service desk, request fulfilment, access management, and event management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Explanation:

QUESTIONNO: 101 With which process is problem management likely to share categorization and impact coding systems?

- A. Incident management

- B. Service asset and configuration management
- C. Capacity management
- D. IT service continuity management
- E. Event management, incident management, changemanagement, and access management

Answer: A

NEW QUESTION # 209

What is the BEST description of the CSI register?

- A. It is a record of all authorised changes and their planned implementation dates
- B. It is a record of completed improvements and the relevant customer satisfaction metric
- C. It is a record of proposed improvement opportunities and the benefits that will be achieved
- D. It is a record of new services to be approved by a customer, including proposed implementation dates

Answer: C

NEW QUESTION # 210

What is a service?

- A. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- B. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation based on agreed and available service offerings
- C. A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks
- D. A tangible or intangible deliverable of an activity

Answer: C

Explanation:

Reference: <https://www.bmc.com/blogs/itil-key-concepts-service-management/>

NEW QUESTION # 211

Which one of the following is concerned with policy and direction?

- A. Governance
- B. Service design
- C. Capacity management
- D. Service level management

Answer: A

NEW QUESTION # 212

At which stage of the service lifecycle should the processes needed to operate a new service be defined?

- A. Service strategy: Develop the offerings
- B. Service design: Design the processes
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Answer: B

NEW QUESTION # 213

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