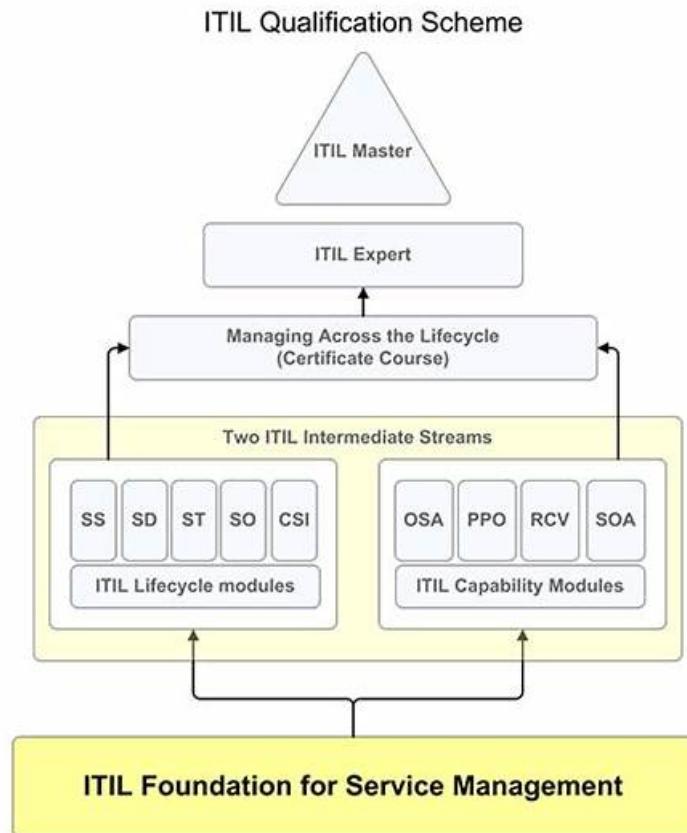


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EXIN ITIL Foundation (V4) Sample Questions (Q403-Q408):

NEW QUESTION # 403

Which of the following would a Major Problem Review examine?

- 1.Things that were done correctly
- 2.Those things that were done incorrectly
- 3.How to prevent recurrence
- 4.What could be done better in the future

- A. All of the above
- B. 1 only
- C. 1, 2 and 4 only
- D. 2 and 3 only

Answer: A

NEW QUESTION # 404

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the service knowledge management system
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the configuration management database
- D. The configuration management system is part of the known error database

Answer: A

NEW QUESTION # 405

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
- C. Service Catalogue and Service Portfolio are different names for the same thing
- D. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development

Answer: B

NEW QUESTION # 406

Which helps to manage an incident when it is unclear which support team should be working on the incident?

- A. Swarming
- B. Target resolution times
- C. Self-help
- D. Disaster recovery plans

Answer: A

Explanation:

Reference: <https://www.bmc.com/blogs/itil-incident-management/>

NEW QUESTION # 407

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Optimize and automate
- D. Keep it simple and practical

Answer: B

NEW QUESTION # 408

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