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### EXIN ITIL Foundation (V4) Sample Questions (Q401-Q406):

#### NEW QUESTION # 401

Which process contains the Business, Service and Component sub-processes?

- A. Service Level Management
- B. Incident Management
- C. Financial Management
- D. Capacity Management

Answer: D

#### NEW QUESTION # 402

What is a service?

- A. 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
- B. A possible event that could cause harm or loss, or make it more difficult to achieve objectives
- C. A tangible or intangible deliverable of an activity
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings

**Answer: A**

Explanation:

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

#### NEW QUESTION # 403

What is the CORRECT definition of service management?

- A. A group of people that manages services to fulfil the needs of users and customers
- B. A set of specialised organisational capabilities for delivering value to customers in the form of services
- C. A group of events that meet the demand from customers for services that they receive
- D. A set of specialised assets for transitioning services into the live operational environment

**Answer: B**

#### NEW QUESTION # 404

Which dimension includes the knowledge needed for the management of services?

- A. Value streams and processes
- B. Information and technology
- C. Organizations and people
- D. Partners and suppliers

**Answer: C**

#### NEW QUESTION # 405

Which of the following are types of service defined in ITIL?

1. Enabling
2. Core
3. Enhancing
4. Computer

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 1, 3 and 4 only
- D. 2, 3 and 4 only

**Answer: B**

Explanation:

Reference: [http://books.google.com.pk/books?id=xeDemWEIspQC&pg=PA14&lpg=PA14&dq=ITIL+types+of+services+enabling+core+enhancing&source=bl&ots=BD\\_PYvN87y&sig=dZ6y0vHgkLbXPiHdG0fCvH\\_D9Eg&hl=en&sa=X&ei=qjQUe3SO4SHParWgYAH&redir\\_esc=y#v=onepage&q=ITIL%20types%20of%20services%20enabling%20core%20enhancing&f=false](http://books.google.com.pk/books?id=xeDemWEIspQC&pg=PA14&lpg=PA14&dq=ITIL+types+of+services+enabling+core+enhancing&source=bl&ots=BD_PYvN87y&sig=dZ6y0vHgkLbXPiHdG0fCvH_D9Eg&hl=en&sa=X&ei=qjQUe3SO4SHParWgYAH&redir_esc=y#v=onepage&q=ITIL%20types%20of%20services%20enabling%20core%20enhancing&f=false)

#### NEW QUESTION # 406

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