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is, our ITIL learning quiz must satisfy you.

EXIN ITIL Foundation (V4) Sample Questions (Q485-Q490):

NEW QUESTION # 485

Which of the following is the MOST important for effective incident management?

- A. Collaboration tools and techniques
- B. Balanced scorecard review
- C. A variety of access channels
- D. Automated pipelines

Answer: A

Explanation:

Effective incident management often requires a high level of collaboration within and between teams as this can facilitate information-sharing and learning, as well as helping to solve the incident more efficiently and effectively. There may also be a need for good collaboration tools so that people working on an incident can work together effectively. One technique that takes advantage of collaboration is termed swarming. This brings many different stakeholders together to work on the issue. Management of incidents may require frequent interaction with third party suppliers, and routine management of this aspect of supplier contracts is often part of the incident management practice.

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

NEW QUESTION # 486

What is the CORRECT definition of service management?

- A. The capability of supplier to deliver services to providers in exchange for money
- B. A set of specialized assets for transitioning services into the live operational environment
- C. A set of specialized organizational capabilities for delivering value to customers in the form of services
- D. The capability of service providers to minimize their costs without reducing the value of the services

Answer: C

NEW QUESTION # 487

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Centralized
- B. Virtual
- C. Local
- D. Outsourced

Answer: D

NEW QUESTION # 488

What is the objective of Access Management?

- A. To manage access to the Service Desk
- B. To provide security staff for Data Centers and other buildings
- C. To manage the right to use a service or group of services
- D. To manage access to computer rooms and other secure locations

Answer: C

NEW QUESTION # 489

Which process would be used to compare the value that newer services have offered over those they have replaced?

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