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330 Questions

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EXIN ITIL Foundation (V4) Sample Questions (Q461-Q466):

NEW QUESTION # 461

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

- **A. Service design**
- B. Service operation
- C. Service strategy
- D. Service transition

Answer: A

Explanation:

Reference: http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design

NEW QUESTION # 462

Which are the elements of process control?

- A. Work instructions, procedures and roles
- **B. Process owner, policy and objectives**
- C. Resources, capabilities and metrics
- D. Inputs, outputs and triggers

Answer: B

NEW QUESTION # 463

Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

- **A. Monitoring and event management**
- B. Service request management
- C. Change enablement
- D. Incident management

Answer: A

NEW QUESTION # 464

Which of the following is NOT recommended by the guiding principle 'start where you are'?

- **A. Building something completely new**
- B. Collecting data directly from the source
- C. Asking questions that appear to be stupid
- D. Identifying what is available to be leveraged

Answer: A

NEW QUESTION # 465

Which term is used to describe removing something that could have an effect on a service?

- A. A problem
- B. An incident
- **C. A change**
- D. An IT asset

Answer: C

Explanation:

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services
<https://www.bmc.com/blogs/itil-change-enablement/#:~:text=A%20change%20is%20defined%20as,or%20indirect%20effect%20on%20services.>

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