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EXIN ITIL Foundation (V4) Sample Questions (Q443-Q448):

NEW QUESTION # 443

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

- A. Prioritization
- B. Closure
- C. Logging
- D. Categorization

Answer: D

NEW QUESTION # 444

What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. An initial baseline assessment
- B. The production of a detailed CSI plan

- C. Understanding priorities for improvement
- D. Verifying that improvement targets have been achieved

Answer: D

Explanation:

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NEW QUESTION # 445

Within Service Design, what is the key output handed over to Service Transition?

- A. Service Design Package
- B. Service Portfolio Design
- C. Process definitions
- D. Measurement, methods and metrics

Answer: A

NEW QUESTION # 446

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents reported by technical staff must also be logged as problems
- B. All calls to the service desk must be logged as incidents
- C. Incidents can only be reported by users
- D. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service

Answer: D

NEW QUESTION # 447

Remediation planning is BEST described in which of the following ways?

- A. Planning how to advise the change requestor of a failed change
- B. Planning how to recover the cost of a change
- C. Planning how to compensate a user for a failed change
- D. Planning the steps required to be taken if a change is unsuccessful

Answer: D

NEW QUESTION # 448

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