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EXIN ITIL Foundation (V4) Sample Questions (Q59-Q64):

NEW QUESTION # 59

Which of the following types of service should be included in the scope of service portfolio management?

1. Those planned to be delivered
2. Those being delivered
3. Those that have been withdrawn from service

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

Answer: A

NEW QUESTION # 60

Identify the missing words in the following sentence.

The management of information security incidents usually requires [?].

- A. Third party support
- B. A separate process
- C. Immediate escalation
- D. Specialist teams

Answer: B

NEW QUESTION # 61

Which of the following areas would technology help to support during the Service Transition phase of the lifecycle?

1. Data mining and workflow tools
2. Measurement and reporting systems
3. Release and deployment technology
4. Process Design

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

Answer: D

NEW QUESTION # 62

Which one of the following can help determine the level of impact of a problem?

- A. Standard operating procedures (SOP)
- B. Definitive media library (DML)
- **C. Configuration management system (CMS)**
- D. Statement of requirements (SOR)

Answer: C

NEW QUESTION # 63

Which statement about Business Cases is TRUE?

- **A. Business Cases should focus on both the financial and non-financial impacts of the proposed project service**
- B. Business Cases should focus on only the financial impacts of the proposed project to secure support and funding
- C. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets
- D. Business Cases should focus on only the non-financial business impacts of the proposed project to secure proper high-level management support

Answer: A

NEW QUESTION # 64

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