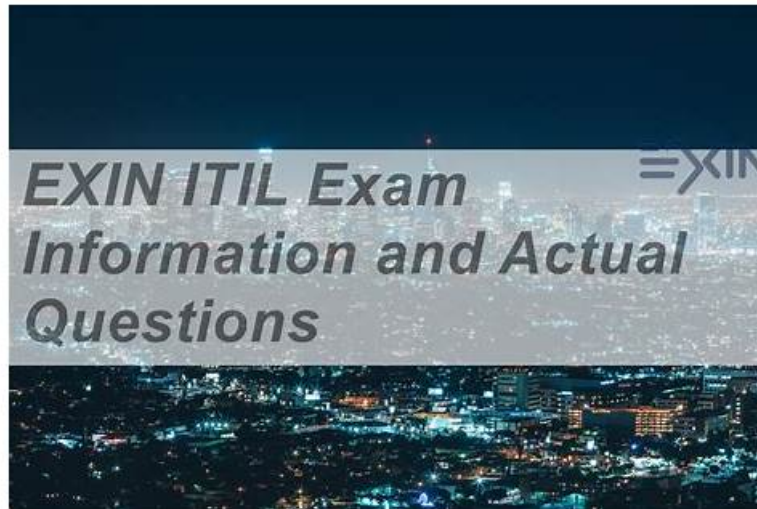


# EXIN Exam Vce ITIL Free: ITIL Foundation (V4) - Prep4away Full Refund if Failing Exam



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## EXIN ITIL Foundation (V4) Sample Questions (Q258-Q263):

### NEW QUESTION # 258

Which of the following options is a hierarchy that is used in Knowledge Management?

- A. Information - Data - Knowledge - Wisdom
- **B. Data - Information - Knowledge - Wisdom**
- C. Wisdom - Information - Data - Knowledge
- D. Knowledge - Wisdom - Information - Data

**Answer: B**

#### NEW QUESTION # 259

A Process Owner has been identified with an "I" in a RACI matrix. Which of the following would be expected of them?

- A. Tell others about the progress of an activity
- **B. Be kept up to date on the progress of an activity**
- C. Perform an activity
- D. Manage an activity

**Answer: B**

#### NEW QUESTION # 260

The definitive media library is the responsibility of:

- **A. Service asset and configuration management**
- B. Request fulfillment
- C. Access management
- D. Facilities management

**Answer: A**

#### NEW QUESTION # 261

What should be used to set user expectations for request fulfilment times?

- **A. The time needed to realistically deliver the service**
- B. The consumer demand for the service
- C. The service levels of the supplier
- D. The time that the customer indicates for service delivery

**Answer: A**

#### NEW QUESTION # 262

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

- A. Change Management
- B. Incident Management
- C. Service Level Management
- **D. Service Asset and Configuration Management**

**Answer: D**

#### NEW QUESTION # 263

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