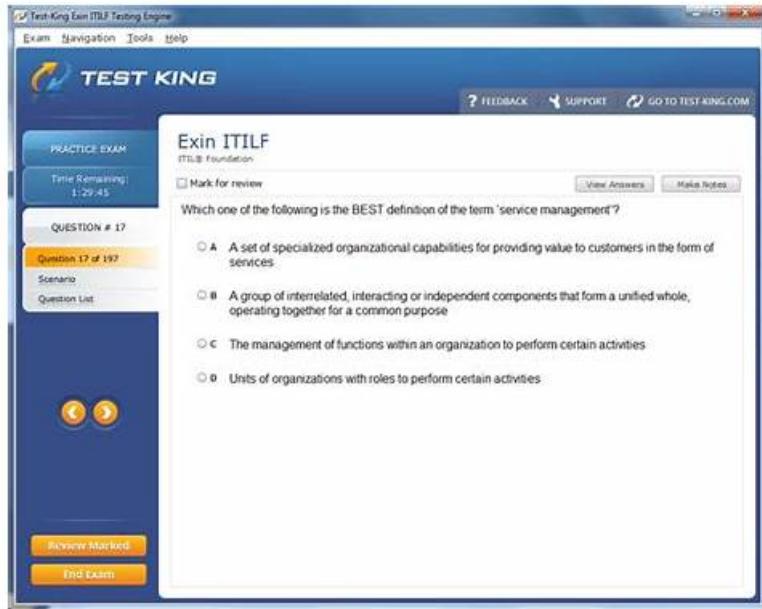


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### EXIN ITIL Foundation (V4) Sample Questions (Q251-Q256):

#### NEW QUESTION # 251

Which service level metrics are BEST for measuring user experience?

- A. Operational metrics
- B. Metrics linked to defined outcomes
- C. Metrics for the percentage of uptime of a service
- D. Single system-based metrics

**Answer: B**

**NEW QUESTION # 252**

Which is an external input to the service value chain?

- A. Customer requirements
- B. The 'improve' value chain activity
- C. Feedback loops
- D. An overall plan

**Answer: A**

**NEW QUESTION # 253**

Which of the following availability management activities are considered to be proactive as opposed to reactive?

1. Monitoring system availability
2. Designing availability into a proposed solution

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: B**

**NEW QUESTION # 254**

Which phase of problem management includes analysing incidents to look for patterns and trends?

- A. Post-implementation review
- B. Error control
- C. Problem identification
- D. Problem control

**Answer: C**

**NEW QUESTION # 255**

Which of the following is NOT a characteristic of a process?

- A. Structures an organization
- B. Responds to specific events
- C. Is measurable
- D. Delivers specific results

**Answer: A**

**NEW QUESTION # 256**

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