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EXIN ITIL Foundation (V4) Sample Questions (Q69-Q74):

NEW QUESTION # 69

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. One which is not covered by a service level agreement
- C. A service not directly used by the business
- D. A service that cannot be allowed to fail

Answer: A

NEW QUESTION # 70

In the Continual Service Improvement (CSI) model, the stage 'How do we get there?' is underpinned by which set of activities?

- A. Taking measurements and recording metrics

- B. Setting measurement targets
- C. Baseline assessments
- D. Service and process improvements

Answer: D

NEW QUESTION # 71

What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

- A. A customer
- B. A user
- C. A configuration item (CI)
- D. An IT asset

Answer: A

NEW QUESTION # 72

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model
- B. Continual service improvement (CSI) approach
- C. The Deming Cycle
- D. Incident model

Answer: A

NEW QUESTION # 73

Which of the following is NOT the responsibility of Service Catalogue Management?

- A. Ensuring that information within the Service Pipeline is accurate
- B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that all operational services are recorded in the Service Catalogue

Answer: A

NEW QUESTION # 74

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