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Taking PassLeaderVCE ITIL Foundation (V4) (ITIL) practice test questions are also important. These EXIN ITIL practice exams include questions that are based on a similar pattern as the finals. This makes it easy for the candidates to understand the ITIL Foundation (V4) (ITIL) exam question paper and manage the time. It is indeed a booster for the people who work hard and do not want to leave any chance of clearing the ITIL exam with brilliant scores.

EXIN ITIL Foundation (V4) Sample Questions (Q477-Q482):

NEW QUESTION # 477

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Service catalog management
- B. Financial management for IT services
- C. Change management
- D. IT service continuity management

Answer: D

Explanation:

Reference:http://wiki.en.it-processmaps.com/index.php/ITIL_V3_Service_Design(See IT service continuitymanagement)

NEW QUESTION # 478

When should a change request be submitted to resolve a problem?

- A. As soon as a workaround for the problem has been identified
- B. As soon as a solution for the problem has been identified
- C. As soon as the analysis of the frequency and impact of incidents justifies the change
- **D. As soon as the analysis of cost, risks and benefits justifies the change**

Answer: D

NEW QUESTION # 479

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- **A. Stakeholders**
- B. Regulators
- C. Employers
- D. Accreditors

Answer: A

NEW QUESTION # 480

Which of the following is NOT a source of best practice?

- A. Academicresearch
- B. Standards
- C. Internal experience
- **D. Technology**

Answer: D

NEW QUESTION # 481

Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

- A. 1 only
- B. Neither of the above
- C. Explanation:
QUESTIONNO: 269 Which of the following is NOT an aim of the Change Management process?
A. Overall business risk is optimized
B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
C. All budgets and expenditures are accounted for
D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system
- D. Both of the above
- **E. 2 only**

Answer: E

NEW QUESTION # 482

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