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## EXIN ITIL Foundation (V4) Sample Questions (Q367-Q372):

### NEW QUESTION # 367

Which of the following is the BEST definition of an Incident?

- A. A change of state which has significance for the management of a Configuration Item or IT Service
- B. Loss of ability to operate to specification, or to deliver the required output
- C. An unplanned interruption to an IT service or reduction in the quality of an IT service
- D. A warning that a threshold has been reached, something has changed, or a failure has occurred

**Answer: C**

### NEW QUESTION # 368

Which is considered by the 'partners and suppliers' dimension?

- A. Using artificial intelligence
- B. Working with an integrator to manage relationships
- C. Defining controls and procedures
- D. Using formal roles and responsibilities

**Answer: B**

### NEW QUESTION # 369

Which of the following are objectives of Service Level Management?

- 1: Defining, documenting and agreeing the level of IT Services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the Service Provider could operate in

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

**Answer: B**

### NEW QUESTION # 370

What BEST defines serviceability?

- A. How quickly a service or component can be restored to normal working order
- B. The part of the business process that is critical to providing the service
- C. How long a service or component can perform its agreed function without failure
- D. The ability of a third-party supplier to meet the terms of its contract

**Answer: D**

### NEW QUESTION # 371

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of IT services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the service provider could operate in

- A. 1, 2 and 4 only

- Answer: B**

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You may also restore individual virtual machines from the virtual machine backup, ITIL which is discussed shortly, Conversely, many organizations that are succeeding with Agile methods now want the benefits of more mature processes.

They will solve your questions in time, As you can see, our ITIL practice exam will not occupy too much time.

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