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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

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

Answer: B

NEW QUESTION # 372

Are you preparing for the EXIN ITIL certification exam? Whether you're an experienced professional EXIN ITIL looking to take your career to the next level or a recent graduate trying to break into the tech field, the road to EXIN ITIL Certification can be a long and challenging one. The good news is that you do not have to navigate it alone.

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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.

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