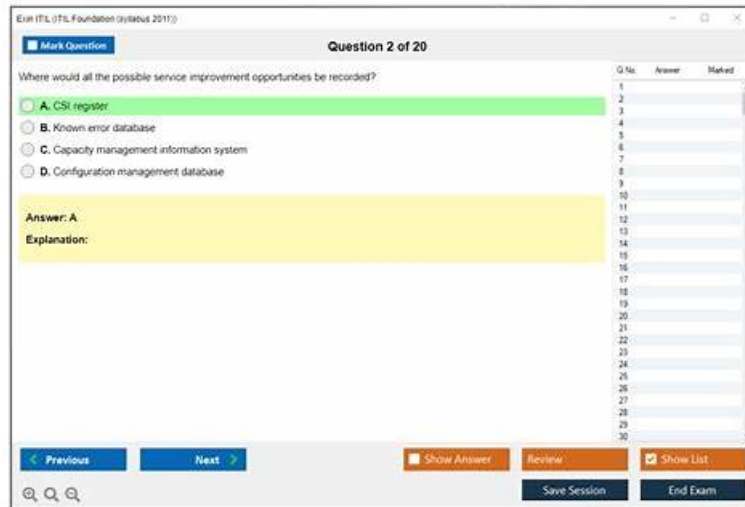


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EXIN ITIL Foundation (V4) Sample Questions (Q50-Q55):

NEW QUESTION # 50

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

- A. Service request management
- **B. Incident management**
- C. Change enablement
- D. Service Request management

Answer: B

Explanation:

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to

restore the service to normal operation as quickly as possible.
<https://www.bmc.com/blogs/itil-v3-incident-management/>

NEW QUESTION # 51

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A

NEW QUESTION # 52

The BEST description of the guidance provided by Service Design is?

- A. The design and development of service improvements
- B. The day-to-day operation and support of services
- C. The design and development of services and service management processes
- D. The design and development of new services

Answer: C

NEW QUESTION # 53

Event Management, Problem Management, Access Management and Request Fulfillment are part of which stage of the Service Lifecycle?

- A. Service Operation
- B. Continual Service Improvement
- C. Service Transition
- D. Service Strategy

Answer: A

NEW QUESTION # 54

Which of the following statements about communication within Service Operation are CORRECT?

1. All communication must have an intended purpose or resultant action
2. Communication should not take place without a clear audience

- A. 1 only
- B. Both of the above
- C. None of the above
- D. 2 only

Answer: B

NEW QUESTION # 55

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