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EXIN ITIL Foundation (V4) Sample Questions (Q448-Q453):

NEW QUESTION # 448

Which of the following is the BEST description of a Service-based Service Level Agreement (SLA)?

- A. An SLA for a service with no customers
- B. The SLA covers an individual customer group for all services they use
- **C. The SLA covers one service, for all the customers of that service**
- D. An SLA that covers all customers for all services

Answer: C

NEW QUESTION # 449

Identify the missing word in the following sentence.

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

- A. elements

- B. services
- C. values
- D. assets

Answer: B

NEW QUESTION # 450

What helps diagnose and resolve a simple incident?

- A. Formation of a temporary team
- B. The use of scripts
- C. Rapid escalation
- D. Problem prioritization

Answer: B

NEW QUESTION # 451

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

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

Answer: D

NEW QUESTION # 452

How is a continual improvement register used?

- A. To record requests for provision of a resource or service
- B. To authorize changes to implement improvement initiatives
- C. To provide a structured approach to implementing improvements
- D. To organize past, present, and future improvement ideas

Answer: C

Explanation:

The ITIL continual improvement model, which provides organizations with a structured approach to implementing improvements
<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION # 453

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