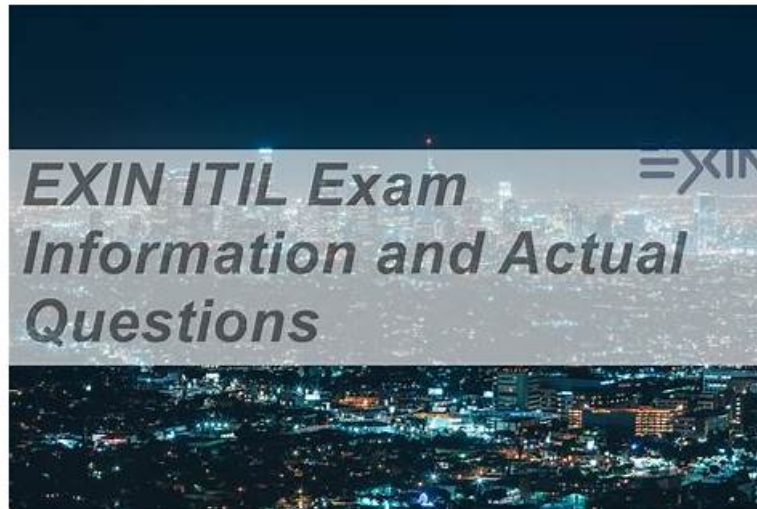


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EXIN ITIL Foundation (V4) Sample Questions (Q95-Q100):

NEW QUESTION # 95

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Answer: B

NEW QUESTION # 96

Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

- A. costs
- B. information
- C. warranty
- D. utility

Answer: A

NEW QUESTION # 97

What does the continual service improvement (CSI) approach enable a business to achieve?

- A. It helps the stakeholders understand their customers.
- B. It keeps the communication going within the business.
- C. It dictates the way the business interacts with external suppliers.
- D. It helps the business in making decisions on improvement initiatives.

Answer: A

NEW QUESTION # 98

Which of the following CANNOT be provided by a tool?

- A. Data
- B. Wisdom
- C. Knowledge
- D. Information

Answer: B

NEW QUESTION # 99

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Answer: A

NEW QUESTION # 100

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