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EXIN ITIL Foundation (V4) Sample Questions (Q130-Q135):

NEW QUESTION # 130

What is an output?

- A. A possible event that could cause harm or loss
- **B. Something created by carrying out an activity**
- C. A change of state that has significance for the management of a configuration item
- D. A result for a stakeholder

Answer: B

NEW QUESTION # 131

What is IT Governance concerned with?

- A. Ensuring that targets documented in Service Level Agreements (SLAs) are met
- **B. Ensuring that IT processes support the organization's strategies and objectives**
- C. Reducing the total cost of providing services to the business
- D. Measuring and improving the efficiency and effectiveness of IT processes

Answer: B

NEW QUESTION # 132

Which describes an interface of incident management with service level management?

- **A. Incident response times**
- B. The status of faulty CIs
- C. Creating a problem record
- D. Incident workarounds

Answer: A

NEW QUESTION # 133

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

Answer: B

NEW QUESTION # 134

Which one of the following can help determine the level of impact of a problem?

- A. Standard operating procedures (SOP)
- B. Definitive media library (DML)
- **C. Configuration management system (CMS)**
- D. Statement of requirements (SOR)

Answer: C

NEW QUESTION # 135

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