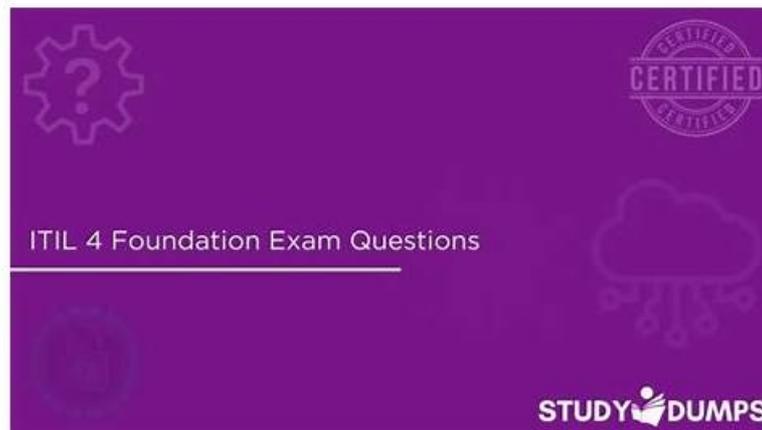


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EXIN ITIL Foundation (V4) Sample Questions (Q231-Q236):

NEW QUESTION # 231

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Service portfolio management
- B. Service desk
- C. IT finance
- **D. Request fulfilment**

Answer: D

NEW QUESTION # 232

In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

- **A. It is possible that responsiveness may suffer and customers needs may not be met within business timescales**
- B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
- C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and

their expectations regarding responsiveness must be managed

- D. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery

Answer: A

NEW QUESTION # 233

Which of the following is an example of workaround?

- A. A defective network switch is replaced with a new one
- **B. A server is restarted to resolve an incident**
- C. An email server is restored after an incident is reported
- D. Server memory is increased when the server is unresponsive

Answer: B

NEW QUESTION # 234

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Urgent Change Authority (UCA)
- B. CAB Emergency Committee (CAB/EC)
- **C. Emergency CAB (ECAB)**
- D. Urgent Change Board (UCB)

Answer: C

NEW QUESTION # 235

Which of the following BEST describes Technical Management?

- A. A Function that provides hardware repair services for technology involved in the delivery of service to customers
- B. A Function responsible for Facilities Management and building control systems
- **C. A Function that includes the groups, departments or teams that provide technical expertise and overall management of the IT Infrastructure**
- D. Senior managers responsible for all staff within the technical support Function

Answer: C

Explanation:

Topic 5, Volume E

NEW QUESTION # 236

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