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EXIN ITIL Foundation (V4) Sample Questions (Q86-Q91):

NEW QUESTION # 86

Which statement about managing incidents is CORRECT?

- A. The 'incident management' practice should use a single process regardless of the impact of the incident
- B. Low impact incidents should be resolved efficiently, making logging unnecessary
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. Incidents with the lowest impact should be resolved first

Answer: C

NEW QUESTION # 87

Which of the following BEST describes the purpose of access management?

- A. To prevent problems and resulting Incidents from happening
- B. Provides the rights for users to be able to use a service or group of services
- C. To detect security events and make sense of them
- D. To provide a channel for users to request and receive standard services

Answer: B

NEW QUESTION # 88

Which three types of metric support Continual Service Improvement (CSI) activities?

- A. Process metrics, software metrics and financial metrics
- B. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics
- C. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- D. Technology metrics, process metrics and service metrics

Answer: D

NEW QUESTION # 89

What is important for a 'continual improvement register' (CIR)?

- A. Improvement ideas are documented, assessed and prioritized
- B. Improvement ideas that are not being actioned immediately are removed from the CIR
- C. Improvement ideas are tested, funded and agreed
- D. Improvement ideas from many sources are kept in a single CIR

Answer: A

NEW QUESTION # 90

What is the BEST description in of a major incident?

- A. An Incident which has a high priority or high impact on the business
- B. An incident which requires a large number of people to resolve
- C. An incident logged by a senior manager
- D. An incident which is so complex that it requires root cause analysis before a workaround can be found.

Answer: A

NEW QUESTION # 91

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