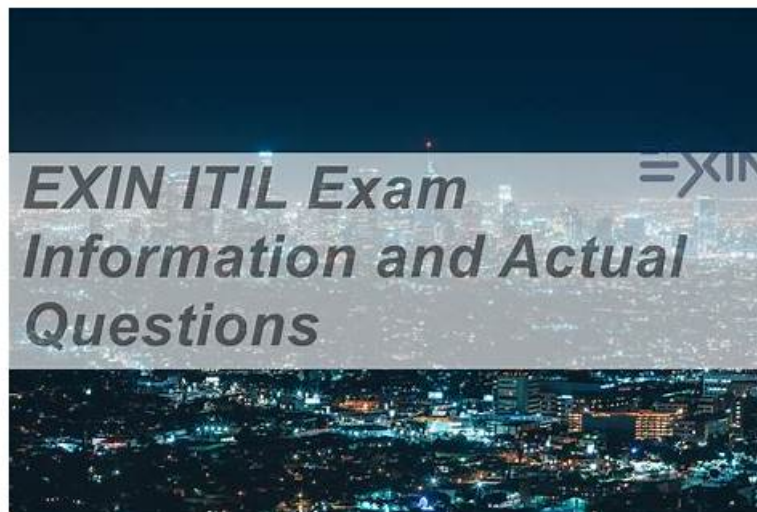


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EXIN ITIL Foundation (V4) Sample Questions (Q497-Q502):

NEW QUESTION # 497

Which is a key activity carried out in the 'did we get there?' step of the 'continual improvement' model?

- **A. Evaluate measurements and metrics**
- B. Execute improvement actions
- C. Define measurable targets
- D. Perform baseline assessments

Answer: A

NEW QUESTION # 498

Which of the following identifies the purpose of design coordination?

- A. Ensuring all service designs have availability designed into them

- B. Designing of all the links between every service design process and all other processes in the service lifecycle
- C. Control of all supplier relationships from design right through to the production environment
- D. Provide a single point of control for all activities and processes within the service design stage of the lifecycle

Answer: D

NEW QUESTION # 499

Which of the following is an example of workaround?

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

Answer: C

NEW QUESTION # 500

Which one of the following do technology metrics measure?

- A. The end-to-end service
- B. Components
- C. Customer satisfaction
- D. Processes

Answer: B

NEW QUESTION # 501

What is defined as any component that needs to be managed in order to deliver an IT service?

- A. An IT asset
- B. A configuration item (CI)
- C. A service request
- D. An incident

Answer: B

NEW QUESTION # 502

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