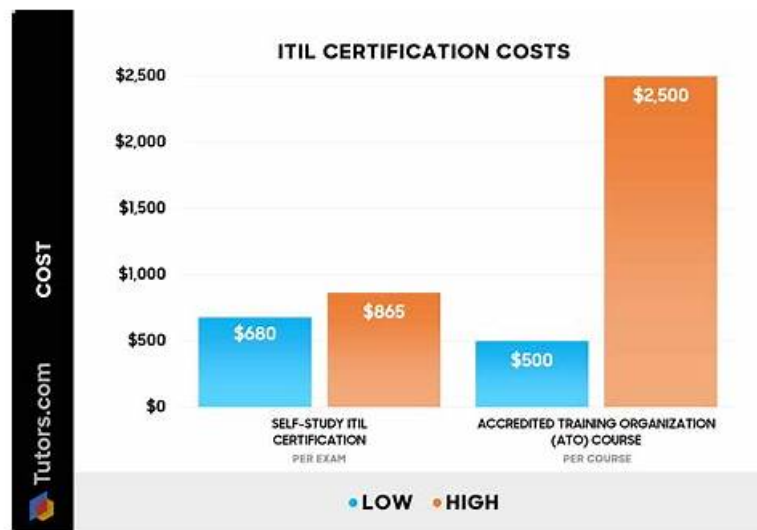


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EXIN ITIL Foundation (V4) Sample Questions (Q375-Q380):

NEW QUESTION # 375

Which of the following BEST describes technical management?

- A. A function that includes providing technical expertise and overall management of the IT infrastructure
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsibilities for all staff within the technical support function
- D. A function responsibilities for facilities management and building control systems

Answer: A

NEW QUESTION # 376

Which two elements of financial management for IT services are mandatory?

- A. Costing and charging
- B. Accounting and charging
- C. Budgeting and charging
- D. Budgeting and accounting

Answer: D

NEW QUESTION # 377

Which is the correct combination of items that makes up an IT service?

- A. People, process and customers
- B. Information technology, networks and people
- C. Customers, providers and documents
- D. Information technology, people and processes

Answer: D

NEW QUESTION # 378

Which of the following activities are responsibilities of a Supplier Manager?

- 1) Negotiating and agreeing Contracts
- 2) Updating the Supplier and Contract database
- 3) Planning for possible closure, renewal or extension of contracts
- 4) Managing relationships with internal suppliers

- A. 1, 2 and 3 only
- B. None of the above
- C. 1, 3 and 4 only
- D. 2, 3 and 4 only

Answer: A

NEW QUESTION # 379

Which term describes if a service is fit for use?

- A. Availability
- B. Warranty
- C. Utility
- D. Serviceability

Answer: B

NEW QUESTION # 380

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