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### EXIN ITIL Foundation (V4) Sample Questions (Q483-Q488):

#### NEW QUESTION # 483

What is the customer of a service responsible for?

- A. Using the service
- B. Defining the requirements for the service
- C. Authorizing the budget for the service
- D. Provisioning the service

**Answer: B**

Explanation:

Customer: A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption;  
<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

**NEW QUESTION # 484**

What are the two major processes in Problem Management?

- A. Resource and Proactive
- B. Proactive and Reactive
- C. Technical and Service
- D. Reactive and Technical

**Answer: B****NEW QUESTION # 485**

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Design
- B. Service Operation
- C. Availability Management
- D. Capacity Management

**Answer: B****NEW QUESTION # 486**

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?

- A. Continual improvement
- B. Service management
- C. An IT asset
- D. A service

**Answer: D****NEW QUESTION # 487**

Which is part of the value proposition of a service?

- A. Outputs of the service received by the consumer
- B. Costs removed from the consumer by the service
- C. Costs imposed on the consumer by the service
- D. Risks imposed on the consumer by the service

**Answer: B**

Explanation:

Costs are the amount of money spent on a specific activity or resource. From the service consumer's perspective, there are two types of cost involved in service relationships:

\* Costs removed from the consumer by the service (a part of the value proposition). For example, for a car sharing service, the customer does not pay for the actual cost of purchasing the car.

<https://www.bmc.com/blogs/itil-key-concepts-service-management/>

## NEW QUESTION # 488

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