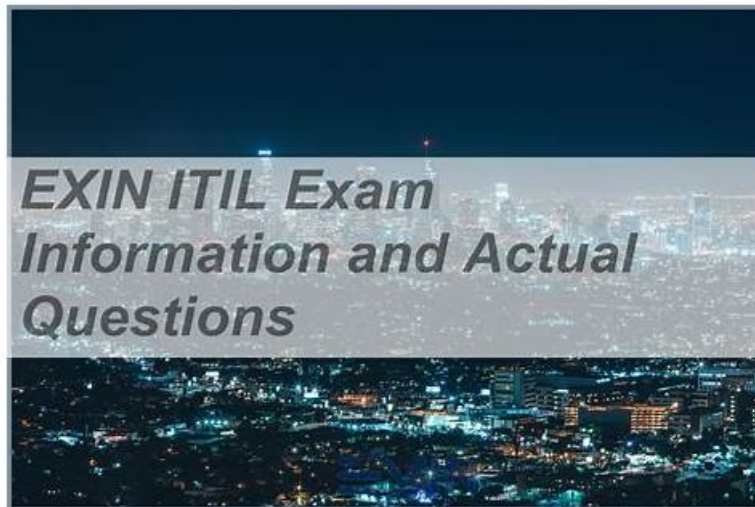


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EXIN ITIL Foundation (V4) Sample Questions (Q271-Q276):

NEW QUESTION # 271

The 'multi-level SLA' is a three-layer structure. Which of the following layers is NOT part of this type of SLA?

- A. customer level
- B. corporate level
- C. configuration level
- D. service level

Answer: C

NEW QUESTION # 272

Which one of the following is NOT a responsibility of the service transaction stage of the servicelifecycle?

- A. To plan the resources required to manage a release
- B. To provide good-quality knowledge and information about services
- C. To design and develop capabilities for service management
- D. To ensure that a service managed and operated accordance with constraints specified during design

Answer: C

NEW QUESTION # 273

Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Reduction in the duration and frequency of service outages

- A. 2 and 3 only
- B. 1 and 2 only
- C. 1 and 3 only
- D. All of the above

Answer: B

NEW QUESTION # 274

Which of the following can be used to access service desks?

- A. Email
- B. All of the above
- C. Text and social media messaging
- D. Phone calls

Answer: B

NEW QUESTION # 275

A Service design package (SDP) would normally be produced for which of the following?

1. A new IT service
2. A major change to an IT service
3. An emergency change to an IT service
4. An IT service retirement

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

Answer: B

NEW QUESTION # 276

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