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## EXIN ITIL Foundation (V4) Sample Questions (Q472-Q477):

### NEW QUESTION # 472

Which of the following are benefits to the business of implementing service transition?

1. Better reuse and sharing of assets across projects and resources
2. Reduced cost to design new services
3. Result in higher volume of successful changes

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

**Answer: C**

### NEW QUESTION # 473

Which areas of service management can benefit from automation?

1. Design and modeling

- 2. Reporting
- 3. Pattern recognition and analysis
- 4. Detection and monitoring

- A. 1, 3 and 4 only
- **B. All of the above**
- C. 1, 2 and 3 only
- D. 2, 3 and 4 only

**Answer: B**

#### **NEW QUESTION # 474**

Access Management is closely related to which other process?

- A. 3rd line support
- B. Capacity Management only
- **C. Information Security Management**
- D. Change Management

**Answer: C**

#### **NEW QUESTION # 475**

Which of the following statements about Service Asset and Configuration Management is/are CORRECT?

- 1. A Configuration Item (CI) can exist as part of any number of other CIs at the same time
- 2. Choosing the right CI level is a matter of achieving a balance between information availability and the right level of control

- A. 2 only
- **B. Both of the above**
- C. Neither of the above
- D. 1 only

**Answer: B**

#### **NEW QUESTION # 476**

Which is a use of a change schedule?

- A. Tracking and managing improvement ideas from identification through to final action
- B. Speeding up the planning and authorization of emergency changes
- **C. Providing information about deployed changes to help manage incidents and problems**
- D. Providing a means of initiating and assessing normal changes

**Answer: C**

#### **NEW QUESTION # 477**

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