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EXIN ITIL Foundation (V4) Sample Questions (Q113-Q118):

NEW QUESTION # 113

How is the Service Catalogue used to add value to the service provider organization?

- A. To predict the root cause of issues in the IT infrastructure
- B. Showing the business impact of a change
- **C. Providing a central source of information on the IT services delivered**
- D. Displaying the relationships between configuration items

Answer: C

NEW QUESTION # 114

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Change enablement
- B. Problem management
- **C. Information security management**
- D. Service configuration management

Answer: C

NEW QUESTION # 115

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- **A. Change proposal**
- B. Risk register
- C. Service request
- D. Change policy

Answer: A

NEW QUESTION # 116

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- **A. Functions and Processes**
- B. People, products and technology
- C. Markets and Customers
- D. Applications and Infrastructure

Answer: A

NEW QUESTION # 117

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

- A. Risk Management
- B. IT Service Continuity Management
- **C. Service Transition**
- D. Availability Management

Answer: C

NEW QUESTION # 118

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