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EXIN ITIL Foundation (V4) Sample Questions (Q302-Q307):

NEW QUESTION # 302

Which of the following is NOT an objective of problem management?

- A. Eliminating recurring incidents
- B. Preventing problems and resulting incidents from happening
- C. Minimizing the impact of incidents that cannot be prevented
- D. Restoring normal service operation as quickly as possible

Answer: D

NEW QUESTION # 303

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

- A. Release management
- B. Availability management
- C. Design coordination
- D. Capacity management

Answer: C

NEW QUESTION # 304

Which statement about service requests is CORRECT?

- A. Service requests that require simple workflows should be dealt with as incidents
- B. Service requests require workflows that should use manual procedures and avoid automation
- C. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment
- D. Complex service requests should be dealt with as normal changes

Answer: C

NEW QUESTION # 305

Which is an activity in the 'Problem control' phase of problem management?

- A. Implementing a technical fix to resolve an issue
- B. Re-assessing a known error to manage the ongoing impact.
- C. Documenting the steps in workaround
- D. Reviewing incident records to identify trends

Answer: C

Explanation:

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors. Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#~:text=2.,probability%20and%20impact%20to%20services.>

NEW QUESTION # 306

What should remain constant within an organization, even when the organization's objectives change?

- A. Outputs
- B. Guiding principles
- C. Service offerings
- D. Outcomes

Answer: B

Explanation:

<https://www.bmc.com/blogs/itil-guiding-principles/>

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