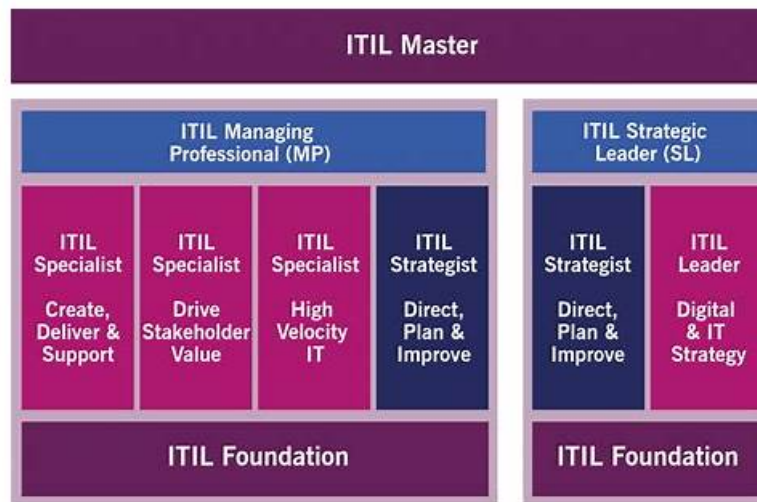


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EXIN ITIL Foundation (V4) Sample Questions (Q139-Q144):

NEW QUESTION # 139

What is an incident?

- A. A service interruption resolved by the use of self-help tools
- B. A possible future event that could cause harm
- C. A result enabled by one or more outputs
- D. The planned removal of an item that might affect a service

Answer: A

NEW QUESTION # 140

Which types of communication would the functions within service operation use?

1. Communication between data centre shifts
2. Communication related to changes

- 3. Performance reporting
- 4. Routine operational communication

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

Answer: B

NEW QUESTION # 141

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service transition
 - B. Service strategy
 - C. Service operation
 - **D. Continual service improvement**
- D18912E1457D5D1DDCBD40AB3BF70D5D**

Answer: D

NEW QUESTION # 142

Which of the following is NOT a part of the service design stage of the service lifecycle?

- A. Taking the overall service strategies and ensuring they are reflected in the Service Design process and the service designs that are produced
- B. Measuring the effectiveness and efficiency of service design and the supporting processes
- C. Producing quality, secure and resilient designs for new or improved services
- **D. Designing and maintaining all necessary service transition packages**

Answer: D

NEW QUESTION # 143

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- **A. Early Life Support**
- B. Release Packaging and Build Manager
- C. Service Test Manager
- D. Evaluation

Answer: A

NEW QUESTION # 144

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