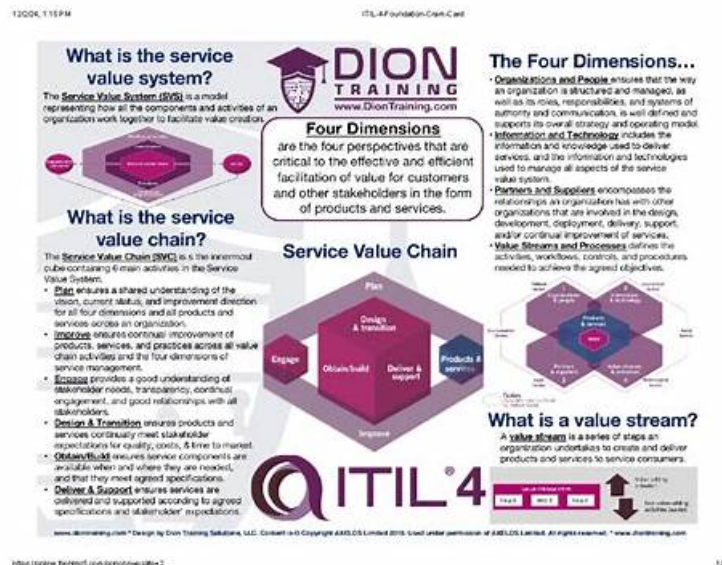# Valid ITIL Test Duration, New ITIL Test Cram

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EXIN ITIL Foundation (V4) Sample Questions (Q82-Q87):

NEW QUESTION # 82
Which is an important principle of communication in service operation?

- A. It is stored in the configuration management system
- B. Meetings are always the best method of communication
- C. Information should always be communicated
- D. It has an intended purpose or a resultant action
  D18912E1457D5D1DDCBD40AB3BF70D5D

Answer: D

NEW QUESTION # 83

Availability Management is responsible for availability of the:

- A. Components and Business Processes
- B. Services, Components and Business Processes
- C. Services and Components
- D. Services and Business Processes

Answer: C

NEW QUESTION # 84
What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation, service desk provides communication with users
- B. incident management resolves complex issues, service desk resolve simpler issues.
- C. incident management resolves issues, service desk investigates the underlying causes of issues
- D. incident management manages interruptions to service desk monitors achieved service quality

Answer: A

Explanation:
A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as "how do I do X?").
https://www.atlassian.com/itsm/service-request-management/help-desk-vs-service-desk-vs-itsm#:~:text=A%
20help%20desk%20is%20considered,I%20do%20X%3F%E2%80%9D).

NEW QUESTION # 85
What is an event?

- A. An unplanned interruption to a service or reduction in the quality of a service
- B. Any change of state that has significance for the management of a service or other configuration item
- C. The addition, modification, or removal of anything that could have a direct or indirect effect on services
- D. Cause of one or more incidents

Answer: B

NEW QUESTION # 86
Event Management, Problem Management, Access Management and Request Fulfillment are part of which stage of the Service Lifecycle?

- A. Service Operation
- B. Service Strategy
- C. Continual Service Improvement
- D. Service Transition

Answer: A

NEW QUESTION # 87
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