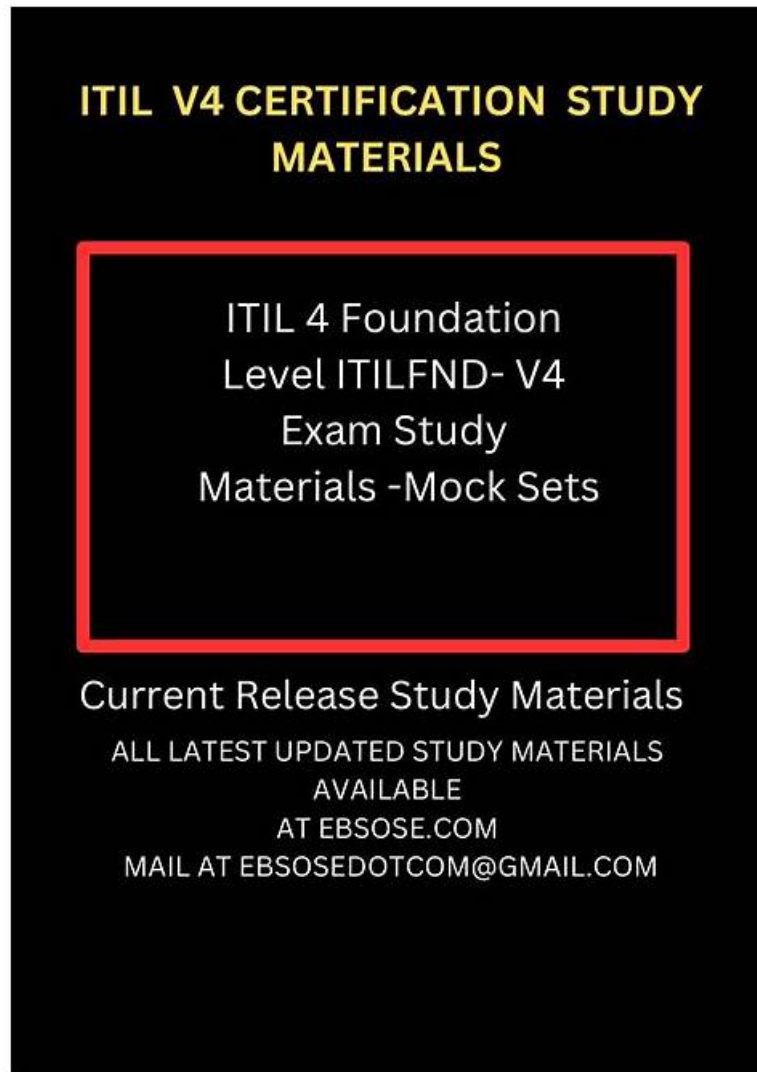


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There is no doubt that advanced technologies are playing an important role in boosting the growth of EXIN companies. This is the reason why the employees have now started upgrading their skillset with the ITIL 4 Foundation (ITILFND_V4) certification exam because they want to work with those latest applications and save their jobs. They attempt the ITIL 4 Foundation (ITILFND_V4) exam to validate their skills and try to get their dream job.

EXIN ITIL 4 Foundation Sample Questions (Q254-Q259):

NEW QUESTION # 254

Which is a key requirement for successful service level agreements (SLAs)?

- A. They should be written using language and terms which all parties will understand
- B. They should be based on system-based metrics which are useful to the service provider
- C. They should be carried forward, unchanged, from one year to the next to enable consistent service
- D. They should avoid ambiguous targets such as those relating to user experience

Answer: A

Explanation:

An SLA is defined as a documented agreement between a service provider and a customer that identifies both services required and the expected level of service.

SLAs are used to measure the performance of services from the customer's point of view, and it is important that they are agreed in the wider business context.

Some of the key requirements for successful SLAs include:

They must be related to a defined 'service' in the service catalogue. Individual metrics without a specified service context are unhelpful.

They should relate to defined outcomes and not simply operational metrics. This can be achieved with balanced bundles of metrics, such as customer satisfaction and key business outcomes.

They should reflect an 'agreement': an engagement and discussion between the service provider and the service consumer. It is important to involve all stakeholders, including partners, sponsors, users, and customers.

They must be simply written and easy to understand and use for all parties.

NEW QUESTION # 255

Which is an activity of the 'problem management' practice?

- A. Authorization of changes to resolve the cause of problems
- B. Resolution of incidents in a time that meets customer expectations
- C. Prioritization of problems based on the risk that they pose
- D. Restoration of normal service operation as quickly as possible

Answer: C

NEW QUESTION # 256

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- A. Automation is best applied to non-standard tasks
- B. Technology eliminates the need for human intervention
- C. Automation frees human resources for more complex activities
- D. Activities should be automated before they are optimized

Answer: C

NEW QUESTION # 257

Identify the missing word(s) in the following sentence.

When an organization is assessing its current state, it should use [?] to obtain accurate measurements.

- A. Risk management techniques
- B. Assumptions

