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EXIN ITIL Foundation (V4) Sample Questions (Q197-Q202):

NEW QUESTION # 197

What is the definition of a known error?

- A. A cause, or potential cause, of one or more incidents
- **B. A problem that has been analyzed and has not been resolved**
- C. Any change of state that has significance for the management of a service or other configuration item (CI)
- D. An unplanned interruption to a service, or reduction in the quality of a service

Answer: B

NEW QUESTION # 198

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. Practices
- B. The four dimensions of service
- **C. The guiding principles**
- D. The service value chain

Answer: C

NEW QUESTION # 199

What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. Did we get there?
6. ?

- A. How much did it cost?
- B. What is the Return On Investment (ROI)?
- C. What is the Value On Investment (VOI)?
- **D. How do we keep the momentum going?**

Answer: D

NEW QUESTION # 200

Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics
2. Business continuity strategy
3. Business impact analysis (BIA)
4. Risk assessment

- A. 1, 2 and 3 only
- **B. 2, 3 and 4 only**
- C. 1, 3 and 4 only
- D. 1, 2 and 4 only

Answer: B

NEW QUESTION # 201

What are guiding principles?

- A. Recommendations that help an organization when adopting a service management approach
- B. A description of one or more services that help address the needs of a target consumer group
- C. A set of interconnected activities that help an organization deliver a valuable service
- D. A set of specialized organizational capabilities for enabling value for customers

Answer: A

NEW QUESTION # 202

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