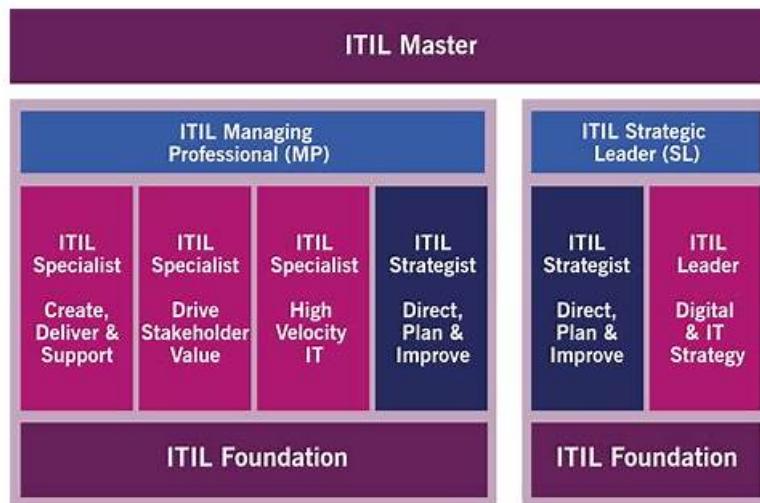


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EXIN ITIL Foundation (V4) Sample Questions (Q216-Q221):

NEW QUESTION # 216

Which of the following activities are performed by a service desk?

1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes

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

Answer: B

NEW QUESTION # 217

Who is responsible for defining Key Performance Indicators (KPIs) for the Change Management process?

- A. The change advisory board (CAB)
- B. The continual service improvement manager
- C. The change management process owner
- D. The service owner

Answer: C

NEW QUESTION # 218

Which of the following is commonly found in a contract underpinning an IT service? Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

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

Answer: C

NEW QUESTION # 219

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

Answer: B

NEW QUESTION # 220

Which of the following is the MOST important 'or effective incident management?

- A. Collaboration tools and techniques
- B. Balanced scorecard review
- C. Automated pipelines
- D. A variety of access channels

Answer: A

NEW QUESTION # 221

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