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EXIN ITIL Foundation (V4) Sample Questions (Q135-Q140):

NEW QUESTION # 135
Which guiding principle recommends assessing the current state and deciding what can be reused?

- A. Start where you are
- B. Progress iteratively with feedback
- C. Focus on value
- D. Collaborate and promote visibility

Answer: A

NEW QUESTION # 136
Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

- A. Capacity management
- B. Availability management
- C. Service catalogue management
- D. Business relationship management

Answer: D

NEW QUESTION # 137
What three elements make up the Service Portfolio?

- A. Service pipeline, service catalogue and retired services
- B. Customer portfolio, configuration management system and service catalogue
- C. Customer portfolio, service catalogue and retired services
- D. Service pipeline, configuration management system and service catalogue

Answer: A

Explanation:
D18912E1457D5D1DDCBD40AB3BF70D5D

NEW QUESTION # 138
Why should incidents be prioritized?

- A. To encourage a high level of collaboration within and between teams
- B. To identify which support team the incident should be escalated to
- C. To help automated matching of incidents to problems or known errors
- D. To ensure that incidents with the highest business impact are resolved first

Answer: D

NEW QUESTION # 139
Which 'service level management' activity helps staff to deliver a more business-focused service?

- A. Using complex technical terminology in service level agreements (SLAs)
- B. Measuring low-level operational activities
- C. Understanding the ongoing requirements of customers
- D. Creating targets based on the percentage of uptime of a service

Answer: C

NEW QUESTION # 140

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