

# ITIL Testing Questions Handbook: EXIN ITIL Exam Practice

## ITIL 4 Foundation Practice Exam 6 Exam Questions with Complete Solutions

How does 'service request management' contribute to the 'deliver and support' value chain activity?

- a) It ensures that users continue to be productive when they need assistance from the service provider
- b) It collects user-specific requirements, sets expectations, and provides status updates
- c) It analyzes data to identify opportunities to provide new service request options
- d) By acquiring pre-approved service components - Answer-It ensures that users continue to be productive when they need assistance from the service provider

-Explanation-

This is the 'deliver and support' activity. Deliver and support ensures that users continue to be productive when they need assistance from the service provider.

Which is a recommendation of the 'service desk' practice?

- a) Service desks should never use technologies such as SMS and chat functions
- b) Service desks should be highly technical functions
- c) Service desks should have a practical understanding of the wider business
- d) Service desks should always be a physical team in a single fixed location - Answer-Service desks should have a practical understanding of the wider business

-Explanation-

A good service desk should have a practical understanding of the wider organization, the business processes, and the users.

What does a centralized service desk require?

- a) Walk-in service hours
- b) Robotic process automation
- c) Good workflow systems for routing and escalation
- d) Outsourced employees - Answer-Good workflow systems from routing and escalation

-Explanation-

A centralized service desk requires supporting technologies like workflow systems for routing and escalation, workforce management and resource planning systems, a centralized knowledge base, intelligent telephony systems, automatic call distribution, and remote access tools.

How does 'service level management' contribute to the 'deliver and support' value chain activity?

- a) Provides objectives for component and service performance for products and services

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## EXIN ITIL Foundation (V4) Sample Questions (Q343-Q348):

### NEW QUESTION # 343

Which is NOT a component of the service value system?

- A. The four dimensions of service management
- B. Practices
- C. Governance
- D. The guiding principles

Answer: A

### NEW QUESTION # 344

Which of the following do Service Metrics measure?

- A. Processes and functions
- B. Infrastructure availability
- C. The end to end service
- D. Maturity and cost

Answer: C

### NEW QUESTION # 345

What body exists to support the authorisation of changes and to assist Change Management in the assessment and prioritization of changes?

- A. The Change Advisory Board
- B. The Change Implementer
- C. The Change Authorisation Board
- D. The Change Manager

Answer: A

### NEW QUESTION # 346

What are the processes within Service Operation?

- A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
- B. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management
- C. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management
- D. Event Management, Incident Management, Change Management and Access Management

Answer: A

### NEW QUESTION # 347

Which statement about stakeholders is TRUE?

- A. Internal customers are always charged for the IT services they receive from the IT service provider organization
- B. External customers are those who work for the same organization as the IT service provider
- C. Internal customers purchase services from third party suppliers by means of a legally binding contract or agreement
- D. Customers, users and suppliers are examples of stakeholders who are can be external to the service provider organization

Answer: D

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