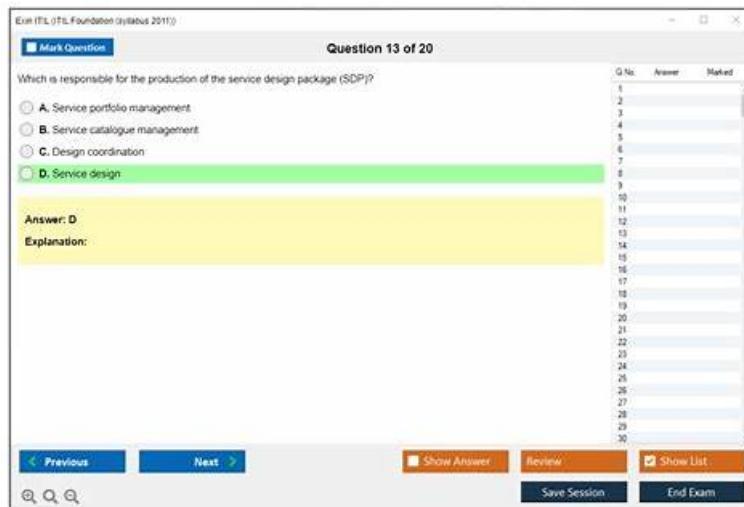


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## EXIN ITIL Foundation (V4) Sample Questions (Q261-Q266):

### NEW QUESTION # 261

Which practice may involve the initiation of disaster recovery?

- A. IT asset management
- B. Service level management
- C. **Incident management**
- D. Service request management

**Answer: C**

### NEW QUESTION # 262

Which statement about the 'continual improvement model' is CORRECT?

- A. Organizations should use an additional model or method to link improvements to customer value
- B. The model is applicable to only certain parts of the service value system

- C. Organizations should work through the steps of the model in the sequence in which they are presented
- D. The flow of the model helps organizations to link improvements to its goals

**Answer: C**

#### **NEW QUESTION # 263**

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Impact should be based on urgency and priority
- C. Priority should be based on impact and urgency
- D. Urgency should be based on impact and priority

**Answer: C**

#### **NEW QUESTION # 264**

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Escalation
- B. Categorization
- C. Detection
- D. Prioritization

**Answer: B**

Explanation:

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#### **NEW QUESTION # 265**

Which of the following are Service Desk organizational structures?

1. Local Service Desk
2. Virtual Service Desk
3. IT Help Desk
4. Follow the Sun

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

**Answer: B**

#### **NEW QUESTION # 266**

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