ITIL Interactive Practice Exam | Reliable ITIL Exam Questions

ITIL Practice Exam With Questions and Answers

What are the objectives of service level management? - ANSWER   1. Defining, documenting and agreeing the level of FT services to be provided.

2. Monitoring, measuring and reporting the actual level of services provided.

3. Monitoring and improving customer satisfaction.

What is the result of carrying out an activity, following a process or delivering an IT known as? - ANSWER   Outcome

A process owner has been identified with an "I" in a RACI matrix. Which of the following is expected of them? - ANSWER   Responsible, Accountable, Consulted, Informed.

Be kept up-to-date on the progress of an activity.

Which one of the following do technology metrics measure? - ANSWER   Components

Which process includes business, service and component sub-processes? - ANSWER   Capacity management

Which one of the following is NOT part of the service design stage of the service lifecycle? - ANSWER   Designing and maintaining all necessary service transition packages.

Which process is responsible for managing relationships with vendors? - ANSWER   Supplier managment

Which of the following service desk organizational structures are described in service operation? - ANSWER   Local service desk, virtual service desk, follow the sun

What are the categories of event described in the UIL service operation book? - ANSWER   Informational, warning, exception

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? - ANSWER

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EXIN ITIL Foundation (V4) Sample Questions (Q263-Q268):

NEW QUESTION # 263
What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Urgent change board
- B. Technical management
- C. Emergencychange advisory board
- D. Urgent change authority

Answer: C

NEW QUESTION # 264
Which of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes is better understood
- B. To ensure standardized methods and procedures are used for efficient and prompt handling of changes
- C. To ensure that all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Answer: D

NEW QUESTION # 265
How does information about problems and known errors contribute to 'incident management'?

- A. It enables quick and efficient diagnosis of incidents
- B. It removes the need for regular customer updates
- C. It enables the reassessment of known erros
- D. It removes the need for collaboration during incident resolution

Answer: A

NEW QUESTION # 266
In which of the following situations should a Problem Record be created?

- A. A Technical Management team identifies a permanent resolution to a number of recurring Incidents
- B. An event indicates that a redundant network segment has failed but it has not impacted any users
- C. Incident Management has found a workaround but needs some assistance in implementing it
- D. An Incident is passed to second-level support

Answer: A

NEW QUESTION # 267
Which formal agreement minimizes the risk of disputes that can occur between an IT service provider and an external supplier?

- A. Underpinning contract
- B. Operational contract
- C. Service level contract
- D. Serviceability contract

Answer: A

NEW QUESTION # 268

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