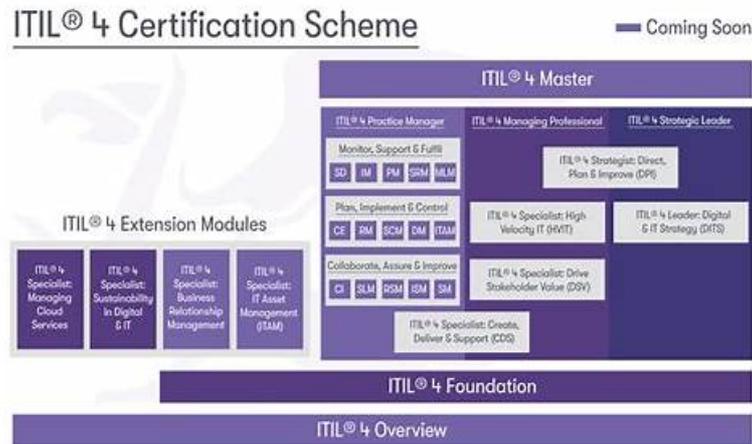


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### EXIN ITIL Foundation (V4) Sample Questions (Q181-Q186):

#### NEW QUESTION # 181

Which one of the following activities would be performed by access management?

- A. Managing the rights to use a service or group of services
- B. Managing access to the service desk
- C. Managing access to computer rooms and other secure locations
- D. Providing physical security for staff at data centers and other buildings

Answer: A

#### NEW QUESTION # 182

Which is a key requirement for a successful service level agreement?

- A. It should be simply written and easy to understand
- B. It should relate to simple operational metrics
- C. It should be based on the service provider's view of the service
- D. It should be written in legal language

**Answer: A**

#### **NEW QUESTION # 183**

Which two elements of financial management for IT services are mandatory?

- A. Budgeting and charging
- B. Costing and charging
- C. Accounting and charging
- D. Budgeting and accounting

**Answer: D**

#### **NEW QUESTION # 184**

Which term describes the functionality offered by a service?

- A. Warranty
- B. cost
- C. Utility
- D. Risk

**Answer: C**

#### **NEW QUESTION # 185**

Which one of the following is NOT a characteristic of a process?

- A. It structure an organization
- B. It delivers specific results
- C. It is measureable
- D. It responds to specific events

**Answer: A**

#### **NEW QUESTION # 186**

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