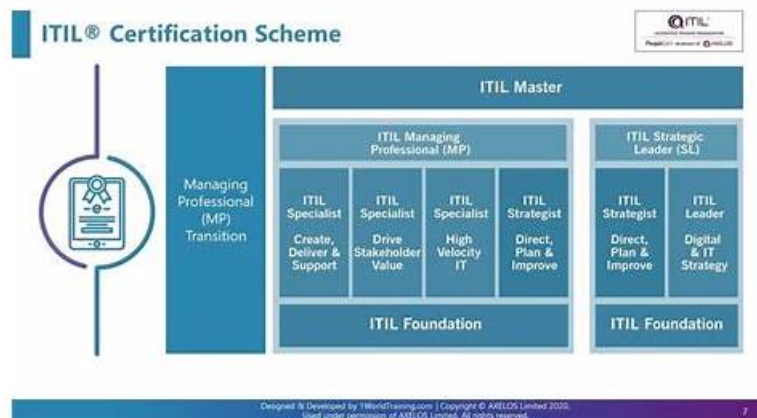


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EXIN ITIL Foundation (V4) Sample Questions (Q346-Q351):

NEW QUESTION # 346

Which of the following areas would not be supported by a Service Design tool?

- A. Process design
- B. Strategy design
- C. Software design
- D. Environment design

Answer: A

NEW QUESTION # 347

Which statement about the 'optimize and automate' guiding principle is CORRECT?

- A. Activities should be automated before they are optimized
- B. Automation frees human resources for more complex activities
- C. Automation is best applied to non-standard tasks
- D. Technology eliminates the need for human intervention

Answer: B

NEW QUESTION # 348

Which processes ensure the targets in the underpinning contracts are appropriate?

- A. Design coordination and service level management
- B. Service level management and availability management
- **C. Supplier management and service level management**
- D. Configuration management and service portfolio management

Answer: C

NEW QUESTION # 349

A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

- **A. As a problem**
- B. As a change request
- C. As an event
- D. As a service request

Answer: A

NEW QUESTION # 350

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

- A. To set clear business-based targets for service performance
- **B. To capture demand for incident resolution and service requests**
- C. To maximize the number of successful IT changes by ensuring risks are properly assessed
- D. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

Answer: B

NEW QUESTION # 351

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