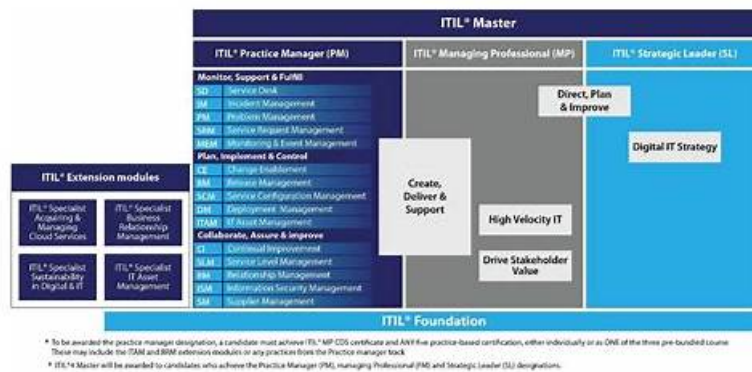


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EXIN ITIL Foundation (V4) Sample Questions (Q77-Q82):

NEW QUESTION # 77

Which dimension includes activities and workflows?

- A. Partners and suppliers
- B. Organizations and people
- **C. Value streams and processes**
- D. Information and technology

Answer: C

NEW QUESTION # 78

What is the reason for using a balanced bundle of service metrics?

- **A. It provides an outcome-based view of services**
- B. It reports each service element separately
- C. It reduces the number of metrics that need to be collected
- D. It facilitates the automatic collection of metrics

Answer: A

NEW QUESTION # 79

Which statement about the service portfolio is TRUE?

- A. It allows the organization unlimited resources when planning for new service deployments
- **B. It represents all resources presently engaged or being released in various stages of the service lifecycle**
- C. The service portfolio includes all services except those managed by third parties
- D. It is an integral part of the service catalogue

Answer: B

Explanation:

Reference: http://docs.livetime.com/LiveTime61/ServiceManager/service_portfolio_management.htm (Second para)

NEW QUESTION # 80

Which does the ITIL service value system discourage?

- **A. Organizational silos**
- B. Organizational agility
- C. Coordinated authorities and responsibilities
- D. Interfaces among practices

Answer: A

Explanation:

Architecture of the ITIL SVS specifically enables flexibility and discourages siloed working. This is because the service value chain and practices do not form a fixed, rigid structure, but rather they can be combined in multiple value streams to address the needs of the organization in a variety of scenarios, with open flow of communication across the many interfaces.

Reference: <https://www.bmc.com/blogs/itil-service-value-system/>

NEW QUESTION # 81

Which of the following BEST describes a Problem?

- A. A Known Error for which the cause and resolution are not yet known
- B. A serious Incident which has a critical impact to the business
- **C. The cause of one or more Incidents**
- D. The cause of two or more Incidents

Answer: C

NEW QUESTION # 82

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