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EXIN ITIL Foundation (V4) Sample Questions (Q345-Q350):

NEW QUESTION # 345

Which of the four dimensions include, the knowledge bases needed to deliver and manage services?

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

Answer: A

Explanation:

This includes the information and technology needed to deliver services (servers, storage, networks, databases, etc.) as well as the information and technology needed to manage those services (ITSM tools, knowledge bases, configuration information, etc.).

<https://www.sysaid.com/blog/entry/everything-you-officially-need-to-know-about-til-4>

NEW QUESTION # 346

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- C. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- D. An SLA is with an external customer, an OLA is with an internal customer

Answer: A

NEW QUESTION # 347

Which of the following is an objective of Release and Deployment Management?

- A. To ensure all changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)
- B. To define and agree release and deployment plans with customers and stakeholders
- C. To standardize methods and procedures used for efficient and prompt handling of all Changes
- D. To ensure that overall business risk of Change is optimized

Answer: B

NEW QUESTION # 348

Which of the following CANNOT be provided by a tool?

- A. Data
- B. Information
- C. Knowledge
- D. Wisdom

Answer: D

NEW QUESTION # 349

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. No: a known error record should be created with the next release of the service
- B. No: a known error record is created when the original incident is raised
- C. Yes: for ease of management, a known error record can be created at any time it is prudent to do so
- D. No: a known error record must only be created after a workaround has been found

Answer: C

NEW QUESTION # 350

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