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EXIN ITIL Foundation (V4) Sample Questions (Q441-Q446):

NEW QUESTION # 441

The Service Catalogue Manager has responsibility for producing and maintaining the Service Catalogue. One of their responsibilities would be?

- A. Ensuring that the information within the Service Catalogue is adequately protected and backed-up.
- B. Negotiating and agreeing Operational Level Agreements

- C. Only ensure that adequate technical resources are available.
- D. Negotiating and agreeing Service Level Agreement

Answer: A

NEW QUESTION # 442

Which is the FIRST thing to consider when focusing on value?

- A. Ensuring value is co-created by improvement initiatives.
- B. Understanding what is valuable to the service consumer
- C. Defining customer experience and user experience
- D. **Identifying the service customer who will receive value**

Answer: D

Explanation:

When focusing on value, the first step is to know who are the customers and key stakeholders being served.

Next, it is important to have an understanding of what constitutes value from the consumer's perspective.

<https://www.bmc.com/blogs/itil-guiding-principles/#:~:text=When%20focusing%20on%20value%2C%20the,value%20from%20the%20consumer's%20perspective.>

NEW QUESTION # 443

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. Incident Management has found a workaround but needs some assistance in implementing it
- C. An Incident is passed to second-level support
- D. An event indicates that a redundant network segment has failed but it has not impacted any users

Answer: A

NEW QUESTION # 444

Which service level metrics are BEST for measuring user experience?

- A. Single system-based metrics
- B. Metrics for the percentage of uptime of a service
- C. **Metrics linked to defined outcomes**
- D. Operational metrics

Answer: C

NEW QUESTION # 445

Which guiding principle says that services and processes should NOT provide a solution for every exception?

- A. Collaborate and promote visibility
- B. Optimize and automate
- C. Think and work holistically
- D. **Keep it simple and practical**

Answer: D

NEW QUESTION # 446

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