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EXIN-CDCP Exam

Certified Data Centre Professional

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## **EXIN ITIL Foundation (V4) Sample Questions (Q411-Q416):**

### **NEW QUESTION # 411**

What BEST defines IT service management?

- A. The customer of an IT Service provider who defines and agrees the service targets.
- B. The resources that are utilized to provide value to customers through services.
- C. An organization supplying services to only external customers.
- **D. The implementation and management of quality IT services that meet business needs.**

**Answer: D**

### **NEW QUESTION # 412**

Which one of the following do major incidents require?

- A. Longer timescales
- B. Less documentation
- C. Less urgency
- **D. Separate procedures**

**Answer: D**

### **NEW QUESTION # 413**

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Level Management
- B. Component Capacity Management
- C. Service Portfolio Management
- **D. Demand Management**

**Answer: D**

### **NEW QUESTION # 414**

Customer perceptions and business outcomes help to define what?

- **A. The value of a service**
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

**Answer: A**

### **NEW QUESTION # 415**

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- **A. Changes and Releases**
- B. Incidents and Problems
- C. Password resets
- D. Service level requests

**Answer: A**



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