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EXIN ITIL Foundation (V4) Sample Questions (Q288-Q293):

NEW QUESTION # 288

Which of the following would commonly be found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

- A. All of the above
- B. 1 and 2 only
- C. 2 and 3 only
- D. 1 and 3 only

Answer: A

NEW QUESTION # 289

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. An agreement between a service provider and an external supplier
- B. An agreement between the service provider and their customer
- C. An agreement between the service provider and an internal organization
- D. The part of a contract that specifies the responsibilities of each party

Answer: B

NEW QUESTION # 290

Which TWO types of competence are MOST important for service desk staff?

1. Knowledge of business processes
2. Collaboration skills
3. Advanced technical knowledge
4. Workflow design skills

- A. 1 and 2
- B. 1 and 4
- C. 3 and 4
- D. 2 and 3

Answer: A

NEW QUESTION # 291

Customer perceptions and business outcomes help to define what?

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

Answer: A

Explanation:

Reference: http://www.cbtronline.com/news/axios_flags_need_for_itsm_based_service_value_management_250909

NEW QUESTION # 292

Which of the following is the BEST reason for categorizing incidents?

- A. To identify whether the user is entitled to log an incident for this particular service
- B. To establish trends for use in problem management and other IT service management (ITSM) activities
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To ensure service levels are met and breaches of agreements are avoided

Answer: B

NEW QUESTION # 293

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