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EXIN ITIL 4 Foundation Sample Questions (Q23-Q28):

NEW QUESTION # 23

Identify the missing word in the following sentence:

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to

manage specific costs and risks.

- A. outcomes
- B. outputs
- C. utility
- D. warranty

Answer: A

NEW QUESTION # 24

Which statement about the automation of service requests is CORRECT?

- A. Service requests that cannot be automated should be handled as incidents
- B. Service requests and their fulfillment should be automated as much as possible
- C. Service requests that cannot be automated should be handled as problems
- D. Service requests and their fulfillment should be carried out by service desk staff without automation

Answer: B

NEW QUESTION # 25

What is the value of a service?

- A. The benefits, usefulness, or importance of the service, as perceived by the stakeholders
- B. A result for a stakeholder enabled by the outputs of the service
- C. A tangible or intangible deliverable of the service
- D. The amount of money that is created or saved for the service consumers by using the service

Answer: A

NEW QUESTION # 26

Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

- A. Incident management
- B. Change enablement
- C. Service level management
- D. Service request management

Answer: A

NEW QUESTION # 27

In which situation will incident management USUALLY use a separate process?

- A. Where the cause must be diagnosed
- B. For low impact incidents
- C. Where no target resolution time exists
- D. For information security incidents

Answer: D

NEW QUESTION # 28

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