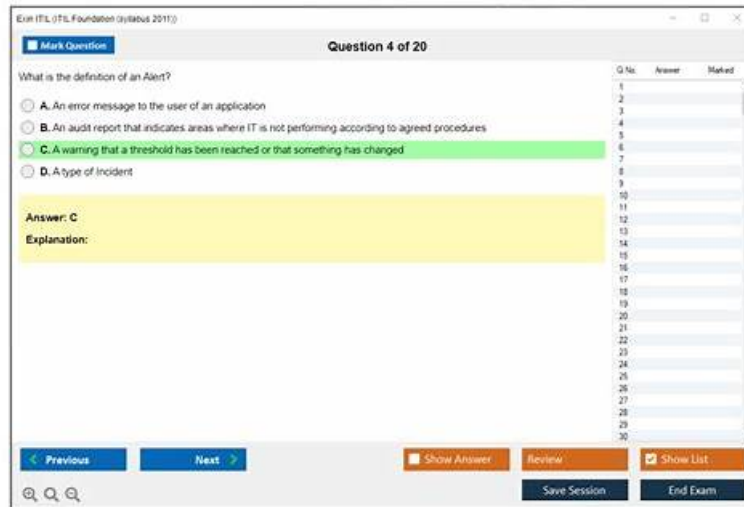


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EXIN ITIL Foundation (V4) Sample Questions (Q434-Q439):

NEW QUESTION # 434

Availability Management is responsible for availability of the:

- A. Services and Components
- B. Services, Components and Business Processes
- C. Components and Business Processes
- D. Services and Business Processes

Answer: A

NEW QUESTION # 435

Which one of the following do technology metrics measure?

- A. Customer satisfaction
- B. Components

- C. The end-to-end service
- D. Processes

Answer: B

NEW QUESTION # 436

What is the BEST definition of an internal service?

- A. It is any customer-facing service delivered by an outsourced provider
- B. It is a supporting service delivered between functions of the IT service provider
- C. It is a service delivered between departments or business units in the same organization
- D. It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes

Answer: C

NEW QUESTION # 437

What is a change schedule used for?

- A. To help authorize standard changes
- B. To help plan emergency changes
- C. To help assign a change authority
- D. To help manage normal changes

Answer: D

NEW QUESTION # 438

Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Service desk
- B. Continual improvement
- C. Incident management
- D. Relationship management

Answer: A

Explanation:

The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users. It provides a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.

<https://www.bmc.com/blogs/itil-service-desk/>

NEW QUESTION # 439

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