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EXIN ITIL Foundation (V4) Sample Questions (Q54-Q59):

NEW QUESTION # 54

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

- A. Only ensure that adequate technical resources are available.
- B. Negotiating and agreeing Service Level Agreement
- C. Negotiating and agreeing Operational Level Agreements
- D. Ensuring that the information within the Service Catalogue is adequately protected and backed-up.

Answer: D

NEW QUESTION # 55

A service will be unavailable for the next two hours for unplanned maintenance. Which practice is MOST LIKELY to be involved in managing this?

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

Answer: C

Explanation:

Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT. When a service is disrupted or fails to deliver the promised performance during normal service hours, it is essential to restore the service to normal operation as quickly as possible.

<https://www.bmc.com/blogs/itil-v3-incident-management/>

NEW QUESTION # 56

Which of the following service desk organizational structures are described in service operation?

1. Local service desk
2. Virtual service desk
3. IT help desk
4. Follow the sun

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

Answer: C

NEW QUESTION # 57

When using the 'continual improvement model, which information should be produced by an organization to understand where the organization is now?

- A. Improvement plans
- B. Assessment results
- C. Measureable Targets
- D. Business objectives

Answer: B

Explanation:

The second step is to conduct an objective current-state assessment of existing services and service management practices. This should include consideration of the users' perception of the value being received, along with a review of people's competencies and skills, the processes and procedures involved, the capabilities of the available technological solutions and the prevailing organizational culture. The success of an improvement initiative depends on a clear and accurate understanding of the starting point and the required impact of the initiative.

For example, an organization can measure the current net promoter score (NPS) from a customer satisfaction survey, conduct a benchmark survey against its competitors or review findings of operational statistics or audit reports to understand its current state. If this step is skipped, the current state will not be understood and there will not be an objective baseline measurement against which improvement can be measured.

<https://www.bmc.com/blogs/itil-continual-improvement/>

NEW QUESTION # 58

Which of the following statements about standard changes are CORRECT?

1. The approach is pre-authorized
2. The risk is usually low and well understood
3. Details of the change will be recorded
4. Some standard changes will be triggered by the request fulfilment process

- A. All of the above
- B. 1 only
- C. 1, 2 and 4 only
- D. 2 and 3 only

Answer: A

NEW QUESTION # 59

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