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EXIN ITIL Foundation (V4) Sample Questions (Q399-Q404):

NEW QUESTION # 399

Which role is responsible for sponsoring, designing and change managing a process and its metrics?

- A. The process practitioner
- **B. The process owner**
- C. The service owner
- D. The process manager

Answer: B

NEW QUESTION # 400

Which of the following is the Goal of Service Level Management?

- A. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- B. To create and populate a Service Catalogue
- **C. To ensure that an agreed level of IT service is provided for all current IT services**
- D. To carry out the Service Operations activities needed to support current IT services

Answer: C

NEW QUESTION # 401

Which of the following statements is CORRECT?

- A. The Configuration Management System is part of the Known Error Data Base
- B. The Configuration Management System is part of the Configuration Management Database
- **C. The Configuration Management System is part of the Service Knowledge Management system**
- D. The Service Knowledge Management System is part of the Configuration Management System

Answer: C

NEW QUESTION # 402

Which practice would help a user gain access to an application that they need to use?

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

Answer: D

NEW QUESTION # 403

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Change Baseline
- B. Asset Baseline
- C. Project Baseline
- **D. Configuration Baseline**

Answer: D

Explanation:

Topic 6, Volume F

