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EXIN ITIL Foundation (V4) Sample Questions (Q221-Q226):

NEW QUESTION # 221

Which of the following is the BEST description of a Service-based Service Level Agreement (SLA)?

- A. An SLA for a service with no customers
- **B. The SLA covers one service, for all the customers of that service**
- C. The SLA covers an individual customer group for all services they use
- D. An SLA that covers all customers for all services

Answer: B

NEW QUESTION # 222

What is the purpose of the 'relationship management' practice?

- **A. To establish and nurture the links between the organization and its stakeholders**
- B. To set clear business-based targets for service performance
- C. To support the agreed quality of a service handling all agreed, userinitiated service requests
- D. To align the organization's practices and services with changing business needs

Answer: A

NEW QUESTION # 223

Which of the following is NOT the responsibility of Service Catalogue Management?

- **A. Ensuring that information within the Service Pipeline is accurate**
- B. Ensuring that all operational services are recorded in the Service Catalogue
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio

Answer: A

NEW QUESTION # 224

In which step of the 'continual improvement model' is an improvement plan implemented?

- A. How do we get there?
- B. Did we get there?
- **C. Take action**
- D. What is the vision?

Answer: C

NEW QUESTION # 225

Which activity captures the demand for incident resolution and service requests?

- A. Change control
- **B. Service desk**
- C. Service catalogue management
- D. Problem management

Answer: B

NEW QUESTION # 226

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