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EXIN ITIL Foundation (V4) Sample Questions (Q375-Q380):

NEW QUESTION # 375

Which describes a proactive trigger for problem management?

- A. Analysis of an incident by a technical support group which reveals that an underlying problem exists, or is likely to exist
- **B. Trending of historical incident records to identify one or more underlying causes**
- C. Automated detection of an infrastructure or application fault, using event/alert tools automatically toraise an incident
- D. Suspicion or detection of a cause of one or more incidents by the service desk

Answer: B

NEW QUESTION # 376

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
- B. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- C. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager
- **D. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator**

Answer: D

NEW QUESTION # 377

Customer perceptions and business outcomes help to define what?

- A. Total cost of ownership (TCO)
- B. Key performance indicators (KPIs)
- **C. The value of a service**
- D. Governance

Answer: C

NEW QUESTION # 378

What is described by the service value system?

- A. How to apply the systems approach of the guiding principle think and work holistically
- B. Services based on one or more products, designed to address needs of a target consumer group
- C. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation
- **D. How all the components and activities of the organization work together as a system to enable value creation**

Answer: D

NEW QUESTION # 379

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Only capabilities needed and agreed
- **B. Requirements, resources and capabilities needed and agreed**
- C. Only requirements needed and agreed
- D. Only resources and capabilities needed

Answer: B

NEW QUESTION # 380

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