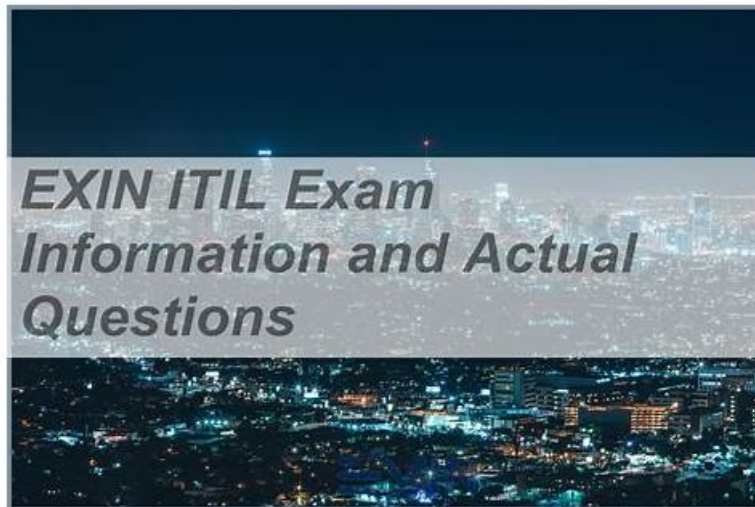


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EXIN ITIL Foundation (V4) Sample Questions (Q404-Q409):

NEW QUESTION # 404

In which core publication will you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service operation
- B. Service strategy
- **C. Service design**
- D. Service transition

Answer: C

NEW QUESTION # 405

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
- B. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- C. Produce and maintain all necessary Service Transition packages
- D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Answer: C

NEW QUESTION # 406

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. An incident
- C. A workaround
- D. A problem

Answer: D

NEW QUESTION # 407

Which of the following statements is CORRECT?

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

Answer: D

NEW QUESTION # 408

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Problem management
- B. Continual improvement
- C. Service desk
- D. Service level management

Answer: D

NEW QUESTION # 409

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The next, more complicated case is the bus for which a designers' guide ITIL or specification exists, Critical thinking begins, then, when we start thinking about our thinking with a view toward improving it.

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