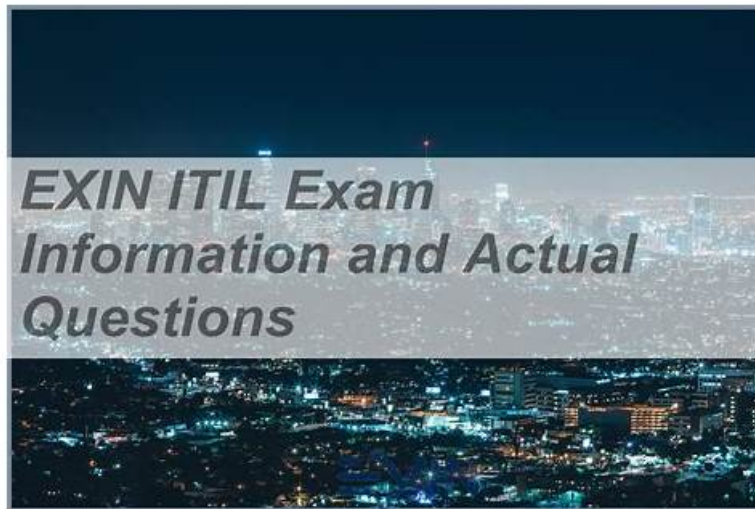


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EXIN ITIL Foundation (V4) Sample Questions (Q137-Q142):

NEW QUESTION # 137

Which is an important principle of communication in service operation?

- **A. It has an intended purpose or a resultant action**
D18912E1457D5D1DDCBD40AB3BF70D5D
- B. Information should always be communicated
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

Answer: A

NEW QUESTION # 138

Which of these should be logged and managed as a problem?

- A. A monitoring tool detects a change of state for a service
- **B. Trend analysis shows a large number of similar incidents**
- C. 'Continual improvement' needs to prioritize an improvement opportunity

- D. A user requests delivery of a laptop

Answer: B

NEW QUESTION # 139

Which is an activity in the 'Problem control' phase of problem management?

- A. Implementing a technical fix to resolve an issue
- **B. Documenting the steps in workaround**
- C. Reviewing incident records to identify trends
- D. Re-assessing a known error to manage the ongoing impact.

Answer: B

Explanation:

Problem Control. Problem control activities include problem analysis and documenting workarounds and known errors. Just like incidents, problems will be prioritized based on the risk they pose in terms of probability and impact to services. Focus should be given to problems that have highest risk to services and service management.

<https://www.bmc.com/blogs/itil-problem-management/#:~:text=2,,probability%20and%20impact%20to%20services.>

NEW QUESTION # 140

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

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

Answer: C

NEW QUESTION # 141

Which practice recommends using tools for collaboration and the automated matching of symptoms?

- **A. Incident management**
- B. Service request management
- C. Service level management
- D. Problem management

Answer: A

NEW QUESTION # 142

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