

Test EXIN ITIL Score Report & ITIL Test Questions Fee

ITIL 4 Foundation			
Total score: 39.00 out of 40.00.			
Percentage score: 98%.			
Congratulations!! You passed the exam.			
Candidate Name	Muhammad Emad Elhadi Abdelaziz Abdallah		
Candidate Number	0980054040524234		
Assessment Test Code	100411827880_en		
Examination Date	Oct 19 2019 09:30:39		
Score Report Date	Oct 19 2019 09:55:41		
Candidate Score	39.00		
Maximum score	40.00		
Percentage Score	98%		
Assessment Results Label	Passed		
Topic Description	Number of awarded marks	Number of possible marks	Success Rate
ITIL4_1 - Understand the key concepts of service management	5.00	5.00	100.00%
ITIL4_2 - Understand how the ITIL guiding principles can help an organization adopt and adapt service management	6.00	6.00	100.00%
ITIL4_3 - Understand the four dimensions of service management	2.00	2.00	100.00%
ITIL4_4 - Understand the purpose and components of the ITIL service value system	1.00	1.00	100.00%
ITIL4_5 - Understand the activities of the service value chain, and how they interconnect	2.00	2.00	100.00%
ITIL4_6 - Know the purpose and key terms of 15 ITIL practices	7.00	7.00	100.00%
ITIL4_7 - Understand 7 ITIL practices	16.00	17.00	94.12%
Total score	39.00	40.00	

Please note that the results are provisional and subject to the final verification of PeopleCert

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EXIN ITIL Foundation (V4) Sample Questions (Q333-Q338):

NEW QUESTION # 333

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

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

- D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Answer: B

NEW QUESTION # 334

How is a service delivered between departments of same organization classified?

- A. External Service
- B. Organizational service.
- **C. Internal Service**
- D. Mission Critical service

Answer: C

NEW QUESTION # 335

Effective release and deployment management enables the service provider to add value to the business by?

- A. Ensuring that all assets are accounted for
- B. Ensures that the fastest servers are purchased
- **C. Delivering change, faster and at optimum cost and minimized risk**
- D. Verifying the accuracy of all items in the configuration management database

Answer: C

NEW QUESTION # 336

Which is one of the five aspects of service design?

- A. Corporate governance and policy
- B. Risk analysis and management approach
- C. Management policy for business case creation
- **D. Management information systems and tools**

Answer: D

NEW QUESTION # 337

Which one of the following does service metrics measure?

- A. Maturity and cost
- **B. The end-to-end service**
- C. Functions
- D. Infrastructure availability

Answer: B

NEW QUESTION # 338

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