



**Vendor: Exin**

**Exam Code: ITIL-V4**

**Exam Name: ITIL V4 Foundation**

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**Q & As: 519**

**QUESTION 1**

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data
- B. Information
- C. Knowledge
- D. Governance

**Correct Answer: C**

**QUESTION 2**

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

**Correct Answer: B**

**QUESTION 3**

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

**Correct Answer: B**

**QUESTION 4**

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service cataloguemanagement

**Correct Answer: C**

**QUESTION 5**

Why are public frameworks, such as 1TIL, attractive when compared to proprietaryknowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietaryknowledge has been tested in a wide range of environments

**Correct Answer:** A

**QUESTION 6**

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

**Correct Answer:** D

**QUESTION 7**

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

**Correct Answer:** C

**QUESTION 8**

Which process is responsible for managing relationships with vendors?

- A. Change management
- B. Service portfolio management
- C. Supplier management
- D. Continual service improvement

**Correct Answer:** C

**QUESTION 9**

Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

**Correct Answer:** A

**QUESTION 10**

Which role is responsible for carrying out the activities of a process?

- A. Process owner
- B. Change manager
- C. Service manager

D. Process practitioner

**Correct Answer: D**

**QUESTION 11**

Which of the following are basic concepts used in access management?

- A. Personnel, electronic, network, emergency, identity
- B. Rights, access, identity, directory services, service/service components
- C. Physical, personnel, network, emergency, service
- D. Normal, temporary, emergency, personal, group

**Correct Answer: B**

**QUESTION 12**

Which of the following would commonly be found in a contract underpinning an IT service?

- 1. Financial arrangements related to the contract
  - 2. Description of the goods or service provided
  - 3. Responsibilities and dependencies for both parties
- A. 1 and 2 only
  - B. 1 and 3 only
  - C. 2 and 3 only
  - D. All of the above

**Correct Answer: D**

**QUESTION 13**

Which of the following BEST describes service strategies value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

**Correct Answer: D**

**QUESTION 14**

What are the categories of event described in the UIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

**Correct Answer: C**

**QUESTION 15**

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

**Correct Answer: A**

**QUESTION 16**

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

**Correct Answer: C**

**QUESTION 17**

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergencychange advisory board
- C. Urgent change board
- D. Urgent change authority

**Correct Answer: B**

**QUESTION 18**

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

**Correct Answer: D**

**QUESTION 19**

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- A. Change proposal
- B. Change policy
- C. Service request
- D. Risk register