

# 58<sup>Q&As</sup>

ITIL 2011 Foundation

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**QUESTION 1**

Which of the following is NOT an objective of the operations management function?

- A. Swift application of skills to diagnose any IT operations failures that occur
- B. Delivering operational improvements to achieve reduced costs
- C. Management of the definitive media library (DML)
- D. Maintenance of status quo to achieve stability of day to day processes and activities

Correct Answer: C

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**QUESTION 2**

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

Correct Answer: D

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**QUESTION 3**

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity
- C. Be kept up-to-date on the progress of an activity
- D. Manage an activity

Correct Answer: C

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**QUESTION 4**

Which one of the following is NOT a characteristic of a process?

- A. It is measureable

- B. It delivers specific results
- C. It responds to specific events
- D. It structure an organization

Correct Answer: D

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**QUESTION 5**

Which capacity management sub-process focuses on the management, control and prediction of the endto-end performance?

- A. Business capacity management
- B. Supplier capacity management
- C. Service capacity management
- D. Component capacity management

Correct Answer: C

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