

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

ITIL 2011 Foundation

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**QUESTION 1**

Access management is responsible for executing the policies that are defined in which process?

- A. Service portfolio management
- B. Information security management
- C. Change management
- D. Problem management

Correct Answer: B

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**QUESTION 2**

Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

Correct Answer: C

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**QUESTION 3**

Which describes a proactive trigger for problem management?

- A. Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident
- B. Analysis of an incident by a technical support group which reveals that an underlying problem exists, or is likely to exist
- C. Suspicion or detection of a cause of one or more incidents by the service desk
- D. Trending of historical incident records to identify one or more underlying causes

Correct Answer: D

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**QUESTION 4**

What do customers NOT have ownership of when receiving value from services?

- A. Specific costs and outcomes

- B. Specific costs and risks
- C. Specific risks and impacts
- D. Specific outcomes and impacts

Correct Answer: C

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**QUESTION 5**

Which is an objective of access management?

- A. To efficiently respond to requests for granting access to services
- B. To detect changes of state that have significance for management of an IT service
- C. To assist with general information, complaints or comments
- D. To minimize the impact of incidents that cannot be prevented

Correct Answer: A

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