58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which statement about metrics is CORRECT?

A. Process metrics can be used to measure end-to-end service performance

B. Technology metrics can be used to measure component performance and availability

C. Process metrics can be used to measure the utilization of a supplier\'s network

D. Technology metrics can be used to determine the overall health of a process

Correct Answer: B

QUESTION 2

Which function is responsible for the closure of an incident record?

A. Event management

B. The service desk

C. Either the service desk or an appropriate third party engineer

D. Any appropriate function

Correct Answer: B

QUESTION 3

What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers

B. Reporting intervals should be set by the service provider

C. Reports should be produced weekly

D. Service reporting intervals must be the same for all services

Correct Answer: A

QUESTION 4

Which of the following activities are performed by a service desk?

1.

 Logging details of incidents and service requests

2.

 Providing first-line investigation and diagnosis

3.

 Restoring service

4.

 Implementing all standard changes

A. All of the above

B. 1, 2 and 3 only

C. 2 and 4 only

D. 3 and 4 only

Correct Answer: B

QUESTION 5

Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

(1)

 Allocate roles and responsibilities to work on CSI initiatives.

(2)

 Measure and review that the CSI plan is executed and its objectives are being achieved.

(3)

 Identify the scope, objectives and requirements for CSI.

(4)

 Decision on implementation of further enhancement.

A.

3-1-2-4

B.

3-4-2-1

C.

1-3-2-4

D.

2-3-4-1

Correct Answer: A

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