EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which one of the following would NOT be defined as part of every process?

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Correct Answer: C

QUESTION 2

Which of the following are types of service defined in ITIL?

1.

 Core

2.

 Enabling

3.

 Special

A. 1 and 3only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

QUESTION 3

The group that authorizes changes that must be installed faster than the normal process is called the?

A. Emergency CAB (ECAB)

B. Urgent Change Authority (UCA)

C. Urgent Change Board (UCB)

D. CAB Emergency Committee (CAB/EC)

Correct Answer: A

QUESTION 4

Which one of the following is the BEST description of a service-based service level agreement (SLA)?

A. An agreement with an individual customer group, covering all the services that they use

B. An agreement that covers one service for a single customer

C. An agreement that covers service specific issues in a multi-level SLA structure

D. An agreement that covers one service for all customers of that service

Correct Answer: D

QUESTION 5

Which of the following BEST describes a Change Authority?

A. The Change Advisory Board

B. A person that provides formal authorisation for a particular type of change.

C. A role, person or a group of people that provides formal authorisation for a particular type of change.

D. The Change Manager who provides formal authorisation for each change

Correct Answer: C

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