

EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Where should the following information be stored?

1.
The experience of staff
 2.
Records of user behaviour
 3.
Supplier\'s abilities and requirements
 4.
User skill levels
- A. The forward schedule of change
B. The service portfolio
C. A configuration management database (CMDB)
D. The service knowledge management system (SKMS)

Correct Answer: D

QUESTION 2

What type of improvement should be achieved by using the Deming Cycle?

- A. Rapid, one-off improvement
B. Return on investment within 12 months
C. Quick wins
D. Steady, ongoing improvement

Correct Answer: D

QUESTION 3

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

- A. Availability management

- B. Capacity management
- C. Business relationship management
- D. Service catalogue management

Correct Answer: C

QUESTION 4

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Correct Answer: B

QUESTION 5

Which of the following is commonly 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

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