

# EX0-117<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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**QUESTION 1**

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

Correct Answer: C

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**QUESTION 2**

Which of the following are managed by facilities management?

- 1.  
Hardware within a data centre or computer room
- 2.  
Applications
- 3.  
Power and cooling equipment
- 4.  
Recovery sites

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 3 and 4 only
- D. 1 and 3 only

Correct Answer: C

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**QUESTION 3**

Which one of the following would NOT involve event management?

- A. Intrusion detection
- B. Recording and monitoring environmental conditions in the data centre

- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

Correct Answer: C

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#### QUESTION 4

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

1.  
Monitoring system availability
  2.  
Designing availability into a proposed solution
- A. None of the above
  - B. Both of the above
  - C. 1 only
  - D. 2 only

Correct Answer: D

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#### QUESTION 5

The multi-level SLA is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

Correct Answer: D

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