EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which one of the following is NOT an aim of the change management process?

A. To ensure the impact of changes are understood

B. To ensure that changes are recorded and evaluated

C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)

D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

QUESTION 2

Which of the following are valid parts of the service portfolio?

1.

 Service pipeline

2.

 Service knowledge management system (SKMS)

3.

 Service catalogue

A. 1 and 2 only

B. 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: C

QUESTION 3

Which one of the following is the BEST description of a major incident?

A. An incident which is so complex that it requires root cause analysis before a workaround can be found

B. An incident which requires a large number of people to resolve

C. An incident logged by a senior manager

D. An incident which has a high priority or a high impact on the business

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Correct Answer: D

QUESTION 4

Which process would maintain policies, standards and models for service transition activities and processes?

A. Change management

B. Capacity management

C. Service transition planning and support

D. Release management

Correct Answer: C

QUESTION 5

Where would you expect incident resolution targets to be documented?

A. A service level agreement (SLA)

B. A request for change (RFC)

C. The service portfolio

D. A service description

Correct Answer: A

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