![Pass2Lead logo](https://www.pass2lead.com)
EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

Pass EXIN EX0-117 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass2lead.com/ex0-117.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

![Pass2Lead logo](https://Pass2Lead.com)
QUESTION 1

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 2

Which one of the following do major incidents require?

A. Separate procedures

B. Less urgency

C. Longer timescales

D. Less documentation

Correct Answer: A

QUESTION 3

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database

B. A definitive media library

C. A request for change

D. A known error database

Correct Answer: D

QUESTION 4

Which stage of the change management process deals with what should be done if the change is unsuccessful?

A. Remediation planning

B. Categorization

![Pass2Lead](https://Pass2Lead.com)
C. Prioritization

D. Review and close

Correct Answer: A

QUESTION 5

Which of the following service desk organizational structures are described in service operation?

1.

 Local service desk

2.

 Virtual service desk

3.

 IT help desk

4.

 Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

[EX0-117 PDF Dumps](https://www.pass2lead.com/ex0-117.html)   [EX0-117 Study Guide](https://www.pass2lead.com/ex0-117.html)   [EX0-117 Exam Questions](https://www.pass2lead.com/ex0-117.html)