

EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following is MOST concerned with the design of new or changed services?

- A. Change management
- B. Service transition
- C. Service strategy
- D. Service design

Correct Answer: D

QUESTION 2

Which function or process would provide staff to monitor events in an operations bridge?

- A. Technical management
- B. IT operations management
- C. Request fulfillment
- D. Applications management

Correct Answer: B

QUESTION 3

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

Correct Answer: C

QUESTION 4

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management

- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

Correct Answer: A

QUESTION 5

Which of these recommendations is best practice for service level management?

1.

Include legal terminology in service level agreements (SLAs)

2.

It is NOT necessary to be able to measure all the targets in an SLA

- A. 1 only
- B. 2only
- C. Both of the above
- D. Neither of the above

Correct Answer: D

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