

# ITIL-F<sup>Q&As</sup>

ITIL Foundation

## Pass EXIN ITIL-F Exam with 100% Guarantee

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

<https://www.pass2lead.com/itil-f.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



**QUESTION 1**

What are underpinning contracts used to document?

- A. The provision of IT services or business services by a service provider
- B. The provision of goods and services by third party suppliers
- C. Service levels that have been agreed between the internal service provider and their customer
- D. Metrics and critical success factors (CSFs) for internal support teams

Correct Answer: B

---

**QUESTION 2**

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

Correct Answer: B

---

**QUESTION 3**

Which is the BEST definition of a service?

- A. is a means of delivering value to customers by facilitating outcomes according to how they are defined in processes
- B. It is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.
- C. It is a means of delivering value customers by facilitating outcomes 100 percent of the time.
- D. It is a means of delivering value to customers by facilitating outcomes described in operational level agreements (OLAs) and Service level agreements (SLAs).

Correct Answer: B

---

**QUESTION 4**

Within service design, what is the key output handed over to service transition?

- A. Measurement, methods and metrics

- B. Service design package
- C. Service portfolio design
- D. Process definitions

Correct Answer: B

---

**QUESTION 5**

Which of the following would NOT be contained in a release policy?

- A. Naming and numbering conventions
- B. Entry and exit criteria of the release into testing
- C. Roles and responsibilities for the release
- D. The risk register for the release

Correct Answer: D

[Latest ITIL-F Dumps](#)

[ITIL-F VCE Dumps](#)

[ITIL-F Study Guide](#)