

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

ITIL Foundation

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**QUESTION 1**

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

Correct Answer: C

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**QUESTION 2**

Which service lifecycle stage supports the creation of a portfolio of quantified services?

- A. Service strategy
- B. Service design
- C. Service level management
- D. Service operation

Correct Answer: A

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**QUESTION 3**

What is the type of notification that should be sent when a threshold has been reached, something has changed or a failure has occurred?

- A. An emergency change
- B. An alert
- C. An emergency event
- D. A request for change

Correct Answer: B

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**QUESTION 4**

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

Correct Answer: D

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**QUESTION 5**

A process owner is responsible for which of the following?

1.  
Defining the process strategy
2.  
Assisting with process design
3.  
Improving the process
4.  
Performing all activities involved in a process

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

Correct Answer: C

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