

58^{Q&As}

ITIL 2011 Foundation

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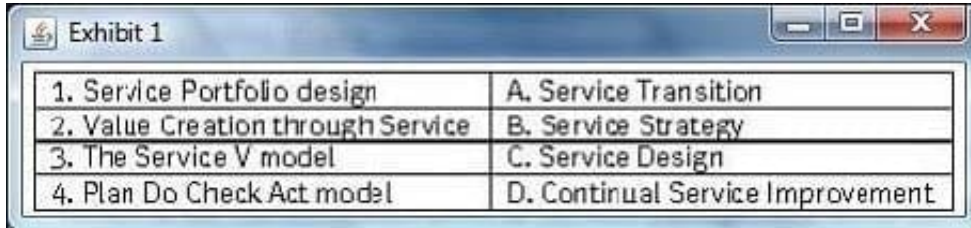
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QUESTION 1

Which is the correct combination of Service Management terms across the Lifecycle?



1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

- A. 1-A, 2-B, 3-C, 4-D
- B. 1-C, 2-D, 3-A, 4-B
- C. 1-C, 2-B, 3-A, 4-D
- D. 1-B, 2-C, 3-D, 4-A

Correct Answer: C

QUESTION 2

Which capacity management sub-process focuses on the management, control and prediction of the end-to-end performance?

- A. Business capacity management
- B. Supplier capacity management
- C. Service capacity management
- D. Component capacity management

Correct Answer: C

QUESTION 3

Which process analyses services that are no longer viable and when they should be retired?

- A. Change management
- B. Service portfolio management
- C. Service level management
- D. Business relationship management

Correct Answer: B

QUESTION 4

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

Correct Answer: B

QUESTION 5

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

QUESTION 6

Which of the following defines the level of protection in Information Security Management?

- A. The IT Executive
- B. The ISO27001 Standard
- C. The Business
- D. The Service Level Manager

Correct Answer: C

QUESTION 7

Which of the following statements is CORRECT for every process?

1.
It delivers its primary results to a customer or stakeholder

2.

It defines activities that are executed by a single function

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

Correct Answer: B

QUESTION 8

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. The change manager

Correct Answer: C

QUESTION 9

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

QUESTION 10

There are four types of metrics that can be used to measure the capability and performance of processes.

Which of the four metrics is missing from the list below?

(1)

Progress

(2)

Effectiveness

(3)

Efficiency

(4)

?

A.

Cost

B.

Conformance

C.

Compliance

D.

Capacity

Correct Answer: C

QUESTION 11

Which of the following would commonly be found in a contract underpinning an IT service?

1.

Financial arrangements related to the contract

2.

Description of the goods or service provided

3.

Responsibilities and dependencies for both parties

A. 1 and 2 only

B. 1 and 3 only

C. 2 and 3 only

D. All of the above

Correct Answer: D

QUESTION 12

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Correct Answer: C

QUESTION 13

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations
- B. They are measurable
- C. They deliver specific results
- D. They respond to specific events

Correct Answer: A

QUESTION 14

Which process is responsible for managing relationships with vendors?

- A. Change management
- B. Service portfolio management
- C. Supplier management
- D. Continual service improvement

Correct Answer: C

QUESTION 15

What type of change is pre-authorized, low risk, relatively common, and follows a procedure or work instruction?

- A. A standard change

B. An emergency change

C. An internal change

D. A normal change

Correct Answer: A

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