

BH0-012^{Q&As}

The Foundation® ITIL (2012 Onwards)

Pass ISEB BH0-012 Exam with 100% Guarantee

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

<https://www.pass2lead.com/bh0-012.html>

100% Passing Guarantee
100% Money Back Assurance

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

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

Which of the following provide value to the business from service strategy?

1.
Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
 2.
Enabling the service provider to respond quickly and effectively to changes in the business environment
 3.
Reduction in the duration and frequency of service outages
- A. All of the above
B. 1 and 3 only
C. 1 and 2 only
D. 2 and 3 only

Correct Answer: C

QUESTION 2

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
B. Identification of risk, analysis and management of the exposure to risk
C. Control of exposure to risk and investment of capital
D. Training of all staff and investment of capital

Correct Answer: B

QUESTION 3

Which of the following should IT service continuity strategy be based on?

1.
Design of the service metrics
- 2.

Business continuity strategy

3.

Business impact analysis (BIA)

4.

Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C

QUESTION 4

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board

B. The change advisory board

C. The change implementer

D. The change manager

Correct Answer: B

QUESTION 5

Which one of the following are the two primary elements that create value for customers?

A. Value on investment (VOI) and return on investment (ROI)

B. Customer and user satisfaction

C. Service requirements and warranty

D. Resources and capabilities

Correct Answer: D

QUESTION 6

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Correct Answer: A

QUESTION 7

Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

Correct Answer: A

QUESTION 8

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
- D. Ensuring that all operational services are recorded in the service catalogue

Correct Answer: B

QUESTION 9

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing

D. How quickly a service or component can be restored to normal working order

Correct Answer: C

QUESTION 10

What are the categories of event described in the UIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

Correct Answer: C

QUESTION 11

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 12

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Correct Answer: A

QUESTION 13

Which of the following is an enabler of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

Correct Answer: B

QUESTION 14

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

Correct Answer: B

QUESTION 15

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) approach
- D. The Deming Cycle

Correct Answer: A

[BH0-012 Practice Test](#)

[BH0-012 Study Guide](#)

[BH0-012 Exam Questions](#)