

EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which 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 2

Which of the following activities are helped by recording relationships between Configuration Items (CIs)? 1) Assessing the impact and cause of Incidents and Problems 2) Assessing the impact of proposed Changes 3) Planning and designing a Change to an existing service 4) Planning a technology refresh or software upgrade

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

Correct Answer: B

QUESTION 3

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

- A. Availability management
- B. Capacity management
- C. Design coordination
- D. Release management

Correct Answer: C

QUESTION 4

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue

- B. The design of new or changed services
- C. The design of market spaces
- D. The design of the technology architectures

Correct Answer: C

QUESTION 5

In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through 1st and 2nd line
- B. Only manage Incidents effectively through the 1st line
- C. Only manage Incidents effectively at the 3rd line
- D. Manage Incidents effectively through 1st, 2nd and 3rd line

Correct Answer: D

QUESTION 6

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre- defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Correct Answer: C

QUESTION 7

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 8

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Early Life Support
- B. Service Test Manager
- C. Evaluation
- D. Release Packaging and Build Manager

Correct Answer: A

QUESTION 9

Contracts relating to an outsourced Data Centre would be managed by?

- A. Service Desk
- B. IT Operations Control
- C. Technical Management
- D. Facilities Management

Correct Answer: D

QUESTION 10

What is the objective of Access Management?

- A. To provide security staff for Data Centers and other buildings
- B. To manage access to computer rooms and other secure locations
- C. To manage access to the Service Desk
- D. To manage the right to use a service or group of services

Correct Answer: D

QUESTION 11

Which one of the following is concerned with policy and direction?

- A. Capacity management

- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 12

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

QUESTION 13

Which of the following questions does the guidance in service strategy help to answer?

1.
What services should we offer and to whom?
2.
How do we differentiate ourselves from competing alternatives?
3.
How do we create value for our customers?

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

Correct Answer: D

QUESTION 14

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

Correct Answer: B

QUESTION 15

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

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