

EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

Correct Answer: A

QUESTION 2

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

- A. Service level management
- B. Change management
- C. Incident management
- D. Service asset and configuration management

Correct Answer: D

QUESTION 3

Which process would maintain policies, standards and models for service transition activities and processes?

- A. Change management
- B. Capacity management
- C. Service transition planning and support
- D. Release management

Correct Answer: C

QUESTION 4

What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome

- B. Incident
- C. Change
- D. Problem

Correct Answer: A

QUESTION 5

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

Correct Answer: B

QUESTION 6

Which of the following identifies the purpose of design coordination?

- A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
- B. Ensuring all service designs have availability designed into them
- C. Designing of all the links between every service design process and all other processes in the service lifecycle
- D. Control of all supplier relationships from design right through to the production environment

Correct Answer: A

QUESTION 7

Which of these statements about resources and capabilities is CORRECT?

- A. Resources are types of service asset and capabilities are not
- B. Resources and capabilities are both types of service asset
- C. Capabilities are types of service asset and resources are not
- D. Neither capabilities nor resources are types of service asset

Correct Answer: B

QUESTION 8

What is a RACI model used for?

- A. Performance analysis
- B. Recording configuration items
- C. Monitoring services
- D. Defining roles and responsibilities

Correct Answer: D

QUESTION 9

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 10

Which process has the following objective, "Produce service design packages (SDPs) based on service charters and change requests"?

- A. Service transition planning and support
- B. Design coordination
- C. Service level management
- D. Change management

Correct Answer: B

QUESTION 11

Which of the following is the best definition of IT service management?

- A. An internal service provider that is embedded within a business unit
- B. A complete set of all the documentation required to deliver world class services to customers
- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

Correct Answer: D

QUESTION 12

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 13

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 14

Which of the following would be examined by a major problem review?

- 1.

Things that were done correctly

2.

Things that were done incorrectly

3.

How to prevent recurrence

4.

What could be done better in the future

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 15

Which one of the following statements BEST describes a definitive media library (DML)?

A. A secure location where definitive hardware spares are held

B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected

C. A database that contains definitions of all media CIs

D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Correct Answer: B

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