

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

ITIL Foundation

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**QUESTION 1**

Which is responsible for the production of the service design package (SDP)?

- A. Service portfolio management
- B. Service catalogue management
- C. Design coordination
- D. Service design

Correct Answer: D

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**QUESTION 2**

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

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**QUESTION 3**

Which is an example of an internal customer?

- A. A customer who has a contract with an internet service provider for a broadband connection
- B. The HR department whose payroll service is provided by their organization's IT department
- C. An IT department that uses a network service obtained from a supplier
- D. A retail bank that outsources its infrastructure to a third-party supplier

Correct Answer: B

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**QUESTION 4**

Which statement is CORRECT?

- A. A function is a set of responsibilities allocated to a service manager
- B. A process is a team or group of people and the tools they use to perform one or more activities

- C. A function is a set of specialised organisational capabilities
- D. A process is a structured set of activities designed to accomplish a specific objective

Correct Answer: D

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#### QUESTION 5

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require
- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

Correct Answer: A

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#### QUESTION 6

What would be the next step in the continual service improvement (CSI) model after:

1.  
What is the vision?
  2.  
Where are we now?
  3.  
Where do we want to be?
  4.  
How do we get there?
  5.  
Did we get there?
  6.  
?
- A. What is the return on investment (ROI)?
  - B. How much did it cost?
  - C. How do we keep the momentum going?

D. What is the value on investment (VOI)?

Correct Answer: C

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**QUESTION 7**

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

Correct Answer: C

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**QUESTION 8**

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

Correct Answer: D

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**QUESTION 9**

Which of the following statements about service asset and configuration management is/are CORRECT?

1.

A configuration item (CI) can exist as part of any number of other CIs at the same time

2.

Choosing which CIs to record will depend on the level of control an organization wishes to exert

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

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**QUESTION 10**

Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

- A. External Customers
- B. Suppliers
- C. Operations
- D. External Consultants

Correct Answer: B

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**QUESTION 11**

What BEST describes the value of continual service improvement to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It results in gradual improvement in cost effectiveness
- C. It improves governance by building controls into service designs
- D. It provides quick and effective access to standard services

Correct Answer: B

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**QUESTION 12**

Which of the following BEST describes a problem?

- A. An issue reported by a user
- B. The cause of two or more incidents
- C. A serious incident which has a critical impact to the business
- D. The cause of one or more incidents

Correct Answer: D

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**QUESTION 13**

Which one of the following is the BEST definition of an event?

- A. Any change of state that has significance for the management of a configuration item (CI) or IT service
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

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#### QUESTION 14

Which describes a proactive trigger for problem management?

- A. Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident
- B. Analysis of an incident by a technical support group which reveals that an underlying problem exists, or is likely to exist
- C. Suspicion or detection of a cause of one or more incidents by the service desk
- D. Trending of historical incident records to identify one or more underlying causes

Correct Answer: D

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#### QUESTION 15

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

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