ISEB

Exam Questions ITILF

ITIL Foundation

About Exambible

Your Partner of IT Exam

Found in 1998

Exambible is a company specialized on providing high quality IT exam practice study materials, especially Cisco CCNA, CCDA, CCNP, CCIE, Checkpoint CCSE, CompTIA A+, Network+ certification practice exams and so on. We guarantee that the candidates will not only pass any IT exam at the first attempt but also get profound understanding about the certificates they have got. There are so many alike companies in this industry, however, Exambible has its unique advantages that other companies could not achieve.

Our Advances

* 99.9% Uptime

 All examinations will be up to date.

* 24/7 Quality Support

 We will provide service round the clock.

* 100% Pass Rate

 Our guarantee that you will pass the exam.

* Unique Gurantee

 If you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

NEW QUESTION 1
Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement
B. Change management
C. Service level management
D. Availability management

Answer: C

NEW QUESTION 2
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

Answer: A

NEW QUESTION 3
What is the name of the group that should review changes that must be implemented faster than the normal change process?

A. Technical management
B. Emergency change advisory board
C. Urgent change board
D. Urgent change authority

Answer: B

NEW QUESTION 4
Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

A. A service option
B. A service transition package (STP)
C. A service design package (SDP)
D. A service charter

Answer: C

NEW QUESTION 5
Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

A. Service level management
B. Service catalogue management
C. Demand management
D. Service transition

Answer: B

NEW QUESTION 6
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A

NEW QUESTION 7
Consider the following list:
1: Change authority
2: Change manager
3: Change advisory board (CAB)
Which one of the following is the BEST description of the items above?

A. Job descriptions
B. Functions
C. Teams
D. Roles, people or groups

Answer: D

NEW QUESTION 8
What do customer perceptions and business outcomes help to define?

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

Answer: A

NEW QUESTION 9
Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management
B. Change management, capacity management event management, service request management
C. Service level management, service portfolio management, service asset and configuration management
D. Service asset and configuration management, release and deployment management, request fulfillment

Answer: A

NEW QUESTION 10
Which of the following is an objective of business relationship management?

A. To identify patterns of business activity
B. To ensure high levels of customer satisfaction
C. To secure funding to manage the provision of services
D. To ensure strategic plans for IT services exist

Answer: B

NEW QUESTION 10
Availability management is directly responsible for the availability of which of the following?

A. IT services and components
B. IT services and business processes
C. Components and business processes
D. IT services, components and business processes

Answer: A

NEW QUESTION 13
Which process will regularly anal0yse incident data to identify discernible trends?

A. Service level management
B. Problem management
C. C0hange management
D. Event management

Answer: B

NEW QUESTION 15
Which of the following should be documented in an incident model?
1: Details of the service level agreement (SLA) pertaining to the incident
2: Chronological order of steps to resolve the incident

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

Answer: B

NEW QUESTION 17
Which process would be used to compare the value that newer services have offered over those they have replaced?

A. Availability management
B. Capacity management
C. Service portfolio management
D. Service catalogue management

Answer: C

NEW QUESTION 20
Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

A. Change proposal
B. Change policy
C. Service request
D. Risk register

Answer: A

NEW QUESTION 25
Which of the following are basic concepts used in access management?

A. Personnel, electronic, network, emergency, identity
B. Rights, access, identity, directory services, service/service components
C. Physical, personnel, network, emergency, service
D. Normal, temporary, emergency, personal, group

Answer: B

NEW QUESTION 28
Which of the following is service transition planning and support NOT responsible for?

A. Prioritizing conflicts for service transition resources
B. Coordinating the efforts required to manage multiple simultaneous transitions
C. Maintaining policies, standards and models for service transition activities and processes
D. Detailed planning of the build and test of individual changes

Answer: D

NEW QUESTION 29
Where would you expect incident resolution targets to be documented?

A. A service level agreement (SLA)
B. A request for change (RFC)
C. The service portfolio
D. A service description

Answer: A

NEW QUESTION 31
Where should the following information be stored?
1: The experience of staff
2: Records of user behaviour
3: Supplier's abilities and requirements
4: User skill levels

A. The forward schedule of change
B. The service portfolio
C. A configuration management database (CMDB)
D. The service knowledge management system (SKMS)

Answer: D

NEW QUESTION 33
Which of the following statements about standard changes are CORRECT?
1: The approach is pre-authorized
2: The risk is usually low and well understood
3: Details of the change will be recorded
4: Some standard changes will be triggered by the request fulfilment process

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

Answer: D

NEW QUESTION 36
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

Answer: D

NEW QUESTION 38

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

A. The IT director
B. The process owner
C. The service owner
D. The customer

Answer: B

NEW QUESTION 39
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)?

Answer: C

NEW QUESTION 40
Which process is responsible for ensuring that appropriate testing takes place?

A. Knowledge management
B. Release and deployment management
C. Service asset and configuration management
D. Service level management

Answer: B

NEW QUESTION 42
Which of the following is an enabler of best practice?

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

Answer: B

NEW QUESTION 45
Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

A. Service design
B. Service transition
C. Continual service improvement
D. Service operation

Answer: A

NEW QUESTION 49
Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?
1: Providing an understanding of what strategy is
2: Ensuring a working relationship between the customer and service provider
3: Defining how value is created

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

Answer: D

NEW QUESTION 54
Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs)
B. Third-party contracts
C. The service portfolio
D. Operational level agreements (OLAs)

Answer: B

NEW QUESTION 59
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 customers successful
2: Enabling the service provider to respond quickly and effectively to changes in the business environment
3: Support the creation of a portfolio of quantified services

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

Answer: A

NEW QUESTION 62
What is the primary focus of the business management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: D

Explanation:
Reference: https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&ved=0CE
0QFjAE&url=http%3A%2F%2Fregions.cmg.org%2Fregions%2Frmcmg%2F2010Fall%2FC MG%2520CM%2C%2520DM%2C%2520and%2520PE%2520Integrati
on.ppt&ei=c0A-Uc7eDMeqO9ibgOAN&usg=AFQjCNFgdYh4ouidwk-Zlw-9Nk1pmXJRtw&bvm=bv.43287494,d.ZWU (slide 3)

NEW QUESTION 63
Which processes are responsible for the regular review of underpinning contracts?

A. Supplier management and service level management
B. Supplier management and change management
C. Availability management and service level management
D. Supplier management and availability management

Answer: A

NEW QUESTION 64
Which one of the following activities is NOT part of the Deming Cycle?

A. Act
B. Plan
C. Do
D. Co-ordinate

Answer: D

NEW QUESTION 65
Which of the following activities are performed by a desk?
1: Logging details of incidents and service requests
2: Providing first-line investigation and diagnosis
3: Restoring service
4: Implementing all standard changes

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

Answer: B

NEW QUESTION 69
Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfillment, and access management
B. Event management, incident management, change management, and access management
C. Incident management, problem management, service desk, request fulfillment, and event management
D. Incident management, service desk, request fulfillment, access management, and event management

Answer: A

NEW QUESTION 74
Which of these should a change model include?
1: The steps that should be taken to handle the change

2: Responsibilities; who should do what, including escalation
3: Timescales and thresholds for completion of the actions
4: Complaints procedures

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

Answer: A

NEW QUESTION 78
Which one of the following would NOT involve event management?

A. Intrusion detection
B. Recording and monitoring environmental conditions in the data centre
C. Recording service desk staff absence
D. Monitoring the status of configuration items

Answer: C

Explanation:
Reference: http://wiki.en.it-processmaps.com/index.php/Event_Management

NEW QUESTION 79
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

Answer: D

NEW QUESTION 80
In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated
B. Measures for optimization are identified
C. Service value is modeled
D. Service value is visible to customers

Answer: D

NEW QUESTION 81
Which of the following availability management activities is/are considered to be proactive as opposed to reactive?
1: Monitoring system availability
2: Designing availability into a proposed solution

A. None of the above
B. Both of the above
C. 1 only
D. 2 only

Answer: D

NEW QUESTION 82
Which of the following statement about the service owner is INCORRECT?

A. Carries out the day-to-day monitoring and operation of the service they own
B. Contributes to continual improvement affecting the service they own
C. Is a stakeholder in all of the IT processes which support the service they own
D. Is accountable for a specific service within an organization

Answer: A

NEW QUESTION 85
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

Answer:

B

NEW QUESTION 90
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: D

NEW QUESTION 94
Which of the following are valid parts of the service portfolio?
1: Service pipeline
2: Service knowledge management system (SKMS)
3: Service catalogue

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

Answer: C

NEW QUESTION 96
Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

A. Service operation
B. Service transition
C. Continual service improvement
D. Service strategy

Answer: C

NEW QUESTION 99
Which of the following is NOT a benefit of using public frameworks and standards?

A. Knowledge of public frameworks is more likely to be widely distributed
B. They are always free ensuring they can be implemented quickly
C. They are validated across a wide range of environments making them more robust
D. They make collaboration between organizations easier by giving a common language

Answer: B

NEW QUESTION 104
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

Answer: B

NEW QUESTION 107
Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database
B. A definitive media library
C. A request for change
D. A known error database

Answer: D

NEW QUESTION 112
What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

A. Serviceability
B. Availability
C. Capacity
D. Continuity

Answer: B

NEW QUESTION 115
Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

A. Service level management
B. Problem management
C. Change management
D. Event management

Answer: B

NEW QUESTION 120
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

Answer: A

NEW QUESTION 121
Which stage of the change management process deals with what should be done if the change is unsuccessful?

A. Remediation planning
B. Categorization
C. Prioritization
D. Review and close

Answer: A

NEW QUESTION 122
Which of these recommendations is best practice for service level management?
1: Include legal terminology in service level agreements (SLAs)
2: It is NOT necessary to be able to measure all the targets in an SLA

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

Answer: D

NEW QUESTION 124
What is the act of transforming resources and capabilities into valuable service better known as?

A. Service management
B. Incident management
C. Resource management
D. Service support

Answer: A

NEW QUESTION 129
Which of the following items would commonly be on the agenda for a change advisory board (CAB)?
1: Details of failed changes
2: Updates to the change schedule
3: Reviews of completed changes

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

Answer: A

NEW QUESTION 132
Which of the following activities would be performed by a process manager?
1: Monitoring and reporting on process performance
2: Identifying improvement opportunities
3: Appointing people to required roles

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

Answer:

A

NEW QUESTION 135
Which of the following processes are performed by the service desk?
1: Capacity management
2: Request fulfillment
3: Demand management
4: Incident management

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

Answer: C

NEW QUESTION 137
Which two elements of financial management for IT services are mandatory?

A. Budgeting and charging
B. Accounting and charging
C. Budgeting and accounting
D. Costing and charging

Answer: C

NEW QUESTION 139
Which types of communication would the functions within service operation use?
1; Communication between data centre shifts
2: Communication related to changes
3: Performance reporting
4: Routine operational communication

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

Answer: D

NEW QUESTION 142
Which of the following is NOT an objective of request fulfillment?

A. To provide information to users about what services are available and how to request them
B. To update the service catalogue with services that may be requested through the service desk
C. To provide a channel for users to request and receive standard services
D. To source and deliver the components of standard services that have been requested

Answer: B

NEW QUESTION 144
Which of the following are responsibilities of a Service Level Manager?
1: Agreeing targets in Service Level Agreements
2: Designing the service so it can meet the targets
3: Ensuring all needed contracts and agreements are in place

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

Answer: A

NEW QUESTION 147
The difference between service metrics and technology metrics is BEST described as?

A. Service metrics measure the end to end service; Technology metrics measure individual components
B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

Answer: A

NEW QUESTION 149
Which of the following is the BEST definition of an Incident?

A. Loss of ability to operate to specification, or to deliver the required output
B. A change of state which has significance for the management of a Configuration Item or IT Service
C. A warning that a threshold has been reached, something has changed, or a failure has occurred
D. An unplanned interruption to an IT service or reduction in the quality of an IT service

Answer: D

NEW QUESTION 151
Which of the following statements about processes is INCORRECT?

A. The output from a process has to conform to operational norms derived from business objectives
B. The objective of any IT process should be expressed in terms of business benefits and goals
C. A process may define policies, standards and guidelines
D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

Answer: D

NEW QUESTION 152
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.
B. licenses and software media)
C. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
D. Provision of information used to compare actual performance against design standards
E. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Answer: C

NEW QUESTION 157
What is the entry point or the first level of the V model?

A. Customer / Business Needs
B. Service Release
C. Service Requirements
D. Service Solution

Answer: A

NEW QUESTION 162
Which of these is NOT a responsibility of Application Management?

A. Ensuring that the correct skills are available to manage the infrastructure
B. Providing guidance to IT Operations about how best to manage the application
C. Deciding whether to buy or build an application
D. Assisting in the design of the application

Answer: A

NEW QUESTION 167
What is the definition of an Alert?

A. A type of Incident
B. A warning that a threshold has been reached or that something has changed
C. An error message to the user of an application
D. An audit report that indicates areas where IT is not performing according to agreed procedures

Answer: B

NEW QUESTION 169
Which process would you MOST expect to be involved in the management of Underpinning Contracts?

A. IT Designer/Architect
B. Process Manager
C. Service Catalogue Manager
D. Supplier Manager

Answer: D

NEW QUESTION 171
To add value to the business, what are the four reasons to monitor and measure?

A. Validate; Direct; Justify; Improve
B. Evaluate; Diagnose; Justify; Intervene
C. Validate; Direct; Justify; Intervene
D. Evaluate; Direct; Justify; Improve

Answer: C

NEW QUESTION 173
Which of the following are Service Desk organizational structures?
1: Local Service Desk
2: Virtual Service Desk
3: IT Help Desk
4: Follow the Sun

A. 2, 3 and 4 only
B. 1, 2 and 4 only
C. 1, 2 and 3 only
D. 1, 3 and 4 only

Answer: B

NEW QUESTION 177
Which process is responsible for frequently occurring changes where risk and cost are low?

A. Incident Management
B. Request Fulfillment
C. Release and Deployment Management
D. Access management

Answer: B

NEW QUESTION 182
Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

A. The Request Fulfillment Process Manager
B. The Request Fulfillment Process Owner
C. The Service Manager
D. The Service Desk Manager

Answer: B

NEW QUESTION 187
Which of these statements about Service Desk staff is CORRECT?

A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
B. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
C. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
D. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries

Answer: C

NEW QUESTION 190
Which of the following is the BEST definition of an Incident?

A. A warning that a threshold has been reached, something has changed, or a failure has occurred
B. An unplanned interruption to an IT service or reduction in the quality of an IT service
C. A change of state which has significance for the management of a Configuration Item or IT Service
D. Loss of ability to operate to specification, or to deliver the required output

Answer: B

NEW QUESTION 192
Which of the following CANNOT be stored and managed by a tool?

A. Knowledge
B. Data
C. Information
D. Wisdom

Answer: D

NEW QUESTION 193
Which of the following statements is CORRECT?

A. The CMS is part of the Configuration Management Data Base (CMDB)
B. The KEDB and the CMS form part of the larger SKMS
C. The Service Knowledge Management System (SKMS) is part of the CMS
D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

Answer: B

NEW QUESTION 195
Which is the first step in the 7 Step Improvement Process?

A. Prepare for action
B. Define what you should measure
C. Identify gaps in Service Level Agreement (SLA) achievement
D. Where are we now?

Answer: B

NEW QUESTION 200
Which of the following is concerned with fairness and transparency?

A. Capacity management
B. Governance
C. Service design
D. Service level management

Answer: B

NEW QUESTION 204
The group that authorizes changes that must be installed faster than the normal process is called the?

A. Emergency CAB (ECAB)
B. Urgent Change Authority (UCA)
C. Urgent Change Board (UCB)
D. CAB Emergency Committee (CAB/EC)

Answer: A

NEW QUESTION 205
What is the entry point or the first level of the V model?

A. Service Solution
B. Customer / Business Needs
C. Service Release
D. Service Requirements

Answer: B

NEW QUESTION 208
What type of improvement should be achieved by using the Deming Cycle?

A. Rapid, one-off improvement
B. Return on investment within 12 months
C. Quick wins
D. Steady, ongoing improvement

Answer: D

NEW QUESTION 213
Which of the following activities are responsibilities of a Supplier Manager?
1) Negotiating and agreeing Contracts
2) Updating the Supplier and Contract database
3) Planning for possible closure, renewal or extension of contracts
4) Managing relationships with internal suppliers

A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. None of the above

Answer: A

NEW QUESTION 217
What is the definition of an Alert?

A. An error message to the user of an application
B. An audit report that indicates areas where IT is not performing according to agreed procedures
C. A warning that a threshold has been reached or that something has changed
D. A type of Incident

Answer: C

NEW QUESTION 221
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

Answer: B

NEW QUESTION 222
Which of the following does the Availability Management process include?
1: Ensuring services are able to meet availability targets
2: Monitoring and reporting actual availability
3: Improvement activities, to ensure that services continue to meet or exceed their availability goals

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

Answer: B

NEW QUESTION 224
Which of the following is commonly found in a contract underpinning an IT service?Financial arrangements related to the contract Description of the goods or service provided 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

Answer: D

NEW QUESTION 228
What is most likely to cause a loss of faith in the Service Level Management process?

A. Measurements that match the customer's perception of the service
B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)
C. Inclusion of items in the SLA that cannot be effectively measured
D. Involving customers in drafting Service Level Requirements

Answer: C

NEW QUESTION 232
Which role is accountable for a specific service within an organization?

A. The Service Level Manager
B. The Business Relationship Manager
C. The Service Owner
D. The Service Continuity Manager

Answer: C

NEW QUESTION 234
Which of the following is one of the primary objectives of Service Strategy?

A. To design and build processes that will meet business needs
B. To provide detailed specifications for the design of IT services
C. To transform Service Management into a strategic asset
D. To underscore the importance of services in the global economy

Answer: B

NEW QUESTION 235
As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?
1) An internal service provider embedded within a business unit
2) An internal service provider that provides shared IT services
3) An external service provider

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

D. 2 and 3 only

Answer: A

NEW QUESTION 239
Which process will regularly analyze incident data to identify discernable trends?

A. Service Level Management
B. Problem Management
C. Change Management
D. Event Management

Answer: B

NEW QUESTION 240
An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

A. Excessive focus on quality
B. Excessively reactive
C. Excessively proactive
D. Excessive focus on cost

Answer: D

NEW QUESTION 243
The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

A. Continual Service Improvement
B. Service Strategy
C. Service Design
D. Service Transition

Answer: B

NEW QUESTION 245
Match the following activities with the Deming Cycle stages
1: Monitor, Measure and Review
2: Continual Improvement
3: Implement Initiatives
4: Plan for Improvement

A. 1 Plan, 2 Do, 3 Check, 4 Act
B. 3 Plan, 2 Do, 4 Check, 1 Act
C. 4 Plan, 3 Do, 1 Check, 2 Act
D. 2 Plan, 3 Do, 4 Check, 1 Act

Answer: C

NEW QUESTION 249
Which of the following should be available to the Service Desk?
1: Known Error Data
2: Change Schedules
3: Service Knowledge Management System
4: The output from monitoring tools

A. 1,2 and 3 only
B. 1,2 and4 only
C. 2,3 and 4 only
D. All of the above

Answer: D

NEW QUESTION 254
What is the Service Pipeline?

A. All services that are at a conceptual or development stage
B. All services except those that have been retired
C. All services that are contained within the Service Level Agreement (SLA)
D. All complex multi-user services

Answer: A

NEW QUESTION 257
Which Function would provide staff to monitor events in a Network Operations Centre?

A. IT Operations Management
B. Applications Management
C. Service Desk
D. Technical Management

Answer: A

NEW QUESTION 259
Which of the following is the BEST description of a Business Case?

A. A decision support and planning tool that projects the likely consequences of a business action
B. A portable device designed for the secure storage and transportation of important documents
C. A complaint by the business about a missed service leve
D. The terms and conditions in an IT outsource contrac

Answer: A

NEW QUESTION 263
Which process lists "Understanding patterns of business activity" as a major role?

A. Demand Management
B. Supplier Management
C. Service Desk
D. Request Fulfillment

Answer: A

NEW QUESTION 268
Which of the following activities is be performed by access management?

A. Providing physical security for staff data centers and other buildings
B. Managing access to computer rooms and other secure locations
C. Managing access to the service desk
D. Managing the rights to use a service or group of services

Answer: D

NEW QUESTION 270
Identify the input to the Problem Management process.

A. Request for Change
B. Problem Resolution
C. Incident Records
D. New Known Errors

Answer: C

NEW QUESTION 271
Which of the following BEST describes a Change Authority?

A. The Change Advisory Board
B. A person that provides formal authorisation for a particular type of chang
C. A role, person or a group of people that provides formal authorisation for a particular type of chang
D. The Change Manager who provides formal authorisation for each change

Answer: C

NEW QUESTION 276
Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

A. Plan
B. Do
C. Check
D. Act

Answer: A

NEW QUESTION 277
The design of IT services requires the effective and efficient use of what?

A. People, process, partners, performance
B. Performance, process, products, plans
C. People, process, products, partners
D. People, products, plans, partners

Answer: C

NEW QUESTION 279
Which of the following are benefits to the business of implementing Service Transition?
1) Ability to adapt quickly to new requirements
2) Reduced cost to design new services
3) Improved success in implementing changes

A. 1 and 2 only
B. 2 and 3 only
C. 1 and 3 only
D. None of the above

Answer: C

NEW QUESTION 281
Which of the following statements is CORRECT?

A. Process owners are more important to service management than service owners
B. Service owners are more important to service management than process owners
C. Service owners are as important to service management as process owners
D. Process owners and service owners are not required within the same organization

Answer: C

NEW QUESTION 286
When tan a known error record tie raised?
1) At any time when it would be useful to do so
2) After a workaround has been found

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

Answer: C

NEW QUESTION 288
Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

A. Service Design
B. Service Transition
C. Service Strategy
D. Service Operation

Answer: C

NEW QUESTION 292
Which of the following is an example of self-help capabilities?

A. Menu-driven range of facilities used to access service requests
B. Calls to the service desk to register standard changes
C. A software update downloaded automatically to all laptops in an organization
D. Software to allow programmers to debug code

Answer: A

NEW QUESTION 294
The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

A. The utility of a service
B. The warranty of a service
C. The economic value of a service
D. Return on investment

Answer: A

NEW QUESTION 299
Who owns the specific costs and risks associated with providing a service?

A. The Service Provider
B. The Service Level Manager
C. The Customer
D. The Finance department

Answer: A

NEW QUESTION 304
Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

A. Availability Management
B. Demand Management
C. Financial Management
D. Service Level Management

Answer: B

NEW QUESTION 305
Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

A. Service Design
B. Service Strategy
C. Service Operation
D. Continual Service Improvement

Answer: A

NEW QUESTION 306
Order the following continual service improvement (CSI) implementation steps into the
correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.
1) Allocate roles and responsibilities to work on CSI initiatives.
2) Measure and review that the CSI plan is executed and its objectives are being achieved.
3) Identify the scope, objectives and requirements for CSI.
4) Decision on implementation of further enhancement.

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

Answer: A

NEW QUESTION 310
Which of the following activities is NOT a part of the Derning Cycle?

A. Act
B. Plan
C. Do
D. Co-ordinate

Answer: D

Explanation:

Reference: http://itilblues.wordpress.com/2010/03/10/mush-and-room-6-the-deming-cycle/

NEW QUESTION 314
Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be
obtained?

A. Categorization
B. Logging
C. Prioritization
D. Closure

Answer: A

NEW QUESTION 318
Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

A. The Service Level Manager
B. The IT Service Continuity Manager
C. The Service Catalogue Manager
D. The Supplier Manager

Answer: D

NEW QUESTION 320
Which of the following do Technology metrics measure?

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

Answer: A

NEW QUESTION 324
......

Relate Links

100% Pass Your ITILF Exam with Exambible Prep Materials

https://www.exambible.com/ITILF-exam/

Contact us

We are proud of our high-quality customer service, which serves you around the clock 24/7.

Viste - https://www.exambible.com/