

EXINInc

Exam Questions ITILFND

ITIL Foundation (syllabus 2011)



NEW QUESTION 1

- (Topic 1)

Which of the following are reasons why ITIL is successful?

1. ITIL is vendor neutral
2. It does not prescribe actions
3. ITIL represents best practice

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

Answer: A

NEW QUESTION 2

- (Topic 1)

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

Answer: B

NEW QUESTION 3

- (Topic 1)

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 4

- (Topic 1)

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 5

- (Topic 1)

Which of the following are sources of best practice?

1. Academic research
2. Internal experience
3. Industry practices

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

Answer: A

NEW QUESTION 6

- (Topic 1)

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

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

Answer: B

NEW QUESTION 7

- (Topic 2)

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

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

Answer: B

NEW QUESTION 8

- (Topic 2)

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users

Answer: D

NEW QUESTION 9

- (Topic 2)

Which of the following are benefits to the business of implementing service transition?

- 1. Better reuse and sharing of assets across projects and resources
- 2. Reduced cost to design new services
- 3. Result in higher volume of successful 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 10

- (Topic 2)

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

Answer: B

NEW QUESTION 10

- (Topic 2)

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 12

- (Topic 2)

Which of the following BEST describes service strategies' value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Answer: D

NEW QUESTION 15

- (Topic 2)

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

Answer: A

NEW QUESTION 17

- (Topic 3)

Which of the following would commonly be found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. 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 22

- (Topic 3)

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

Answer: A

NEW QUESTION 24

- (Topic 3)

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 27

- (Topic 3)

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so
- B. No: the Known Error should be created before the problem is logged
- C. No: a known error record is created when the original incident is raised
- D. No: a known error record should be created with the next release of the service

Answer: A

NEW QUESTION 32

- (Topic 3)

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

Answer: D

NEW QUESTION 37

- (Topic 3)

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

Answer: C

NEW QUESTION 40

- (Topic 3)

What type of record should you raise when a problem diagnosis is complete and a workaround is available?

- A. A service object
- B. An incident
- C. A change

D. A known error

Answer: D

NEW QUESTION 42

- (Topic 3)

What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
- B. An agreement between the service provider and an external organization
- C. A document that describes to a customer how services will be operated on a day-to-day basis
- D. A document that describes business services to operational staff

Answer: A

NEW QUESTION 45

- (Topic 3)

Which of the following would NOT be contained in a release policy?

- A. Naming and numbering conventions
- B. Entry and exit criteria of the release into testing
- C. Roles and responsibilities for the release
- D. The risk register for the release

Answer: D

NEW QUESTION 50

- (Topic 3)

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 55

- (Topic 3)

The BEST description of an incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Answer: B

NEW QUESTION 60

- (Topic 3)

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline

Answer: A

NEW QUESTION 63

- (Topic 4)

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

Answer: D

NEW QUESTION 64

- (Topic 4)

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

Answer: B

NEW QUESTION 66

- (Topic 4)

Which one of the following do technology metrics measure?

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

Answer: A

NEW QUESTION 69

- (Topic 4)

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 70

- (Topic 4)

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

- A. Return on investment (ROI), value on investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical success factors (CSFs), key performance indicators (KPIs), activities
- D. Technology, process and service

Answer: D

NEW QUESTION 72

- (Topic 4)

Which of the following should be considered when designing measurement systems, methods and metrics?

1. The services
2. The architectures
3. The configuration items
4. The processes

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

Answer: D

NEW QUESTION 74

- (Topic 4)

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Answer: A

NEW QUESTION 75

- (Topic 5)

The 'multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level

- C. Corporate level
- D. Configuration level

Answer: D

NEW QUESTION 79

- (Topic 5)

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of IT services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the service provider could operate in

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

Answer: A

NEW QUESTION 81

- (Topic 5)

The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved
- B. Immediately after the change has failed and needs to be backed out
- C. After implementation but before the post implementation review
- D. After the post implementation review has identified a problem with the change

Answer: A

NEW QUESTION 86

- (Topic 5)

Hierarchic escalation is BEST described as?

- A. Notifying more senior levels of management about an incident
- B. Passing an incident to people with a greater level of technical skill
- C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
- D. Failing to meet the incident resolution times specified in a service level agreement

Answer: A

NEW QUESTION 90

- (Topic 5)

When can a known error record be raised?

1. At any time it would be useful to do so
2. After a workaround has been found

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

Answer: D

NEW QUESTION 91

- (Topic 5)

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 96

- (Topic 5)

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

Answer: B

NEW QUESTION 101

- (Topic 5)

Which of the following identify the purpose of business relationship management?

1. To establish and maintain a business relationship between service provider and customer
2. To identify customer needs and ensure that the service provider is able to meet

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

Answer: A

NEW QUESTION 106

- (Topic 5)

Which of the following is the BEST reason for categorizing incidents?

- A. To establish trends for use in problem management and other IT service management (ITSM) activities
- B. To ensure service levels are met and breaches of agreements are avoided
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

Answer: A

NEW QUESTION 108

- (Topic 5)

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 110

- (Topic 5)

Which of the following should be done when closing an incident?

1. Check the incident categorization and correct it if necessary
2. Check that the user is satisfied with the outcome

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

Answer: B

NEW QUESTION 113

- (Topic 5)

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

Answer: C

NEW QUESTION 117

- (Topic 5)

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Answer: D

NEW QUESTION 121

- (Topic 5)

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data
- B. Information
- C. Knowledge
- D. Governance

Answer: C

NEW QUESTION 123

- (Topic 5)

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Answer: D

NEW QUESTION 125

- (Topic 5)

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

Answer: C

NEW QUESTION 130

- (Topic 5)

What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the service provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

Answer: A

NEW QUESTION 133

- (Topic 6)

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

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

Answer: C

NEW QUESTION 138

- (Topic 6)

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 143

- (Topic 6)

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

NEW QUESTION 146

- (Topic 6)

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 150

- (Topic 6)

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

Answer: D

NEW QUESTION 155

- (Topic 6)

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request fulfilment
- B. Service portfolio management
- C. Service desk
- D. IT finance

Answer: A

NEW QUESTION 159

- (Topic 6)

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

Answer: C

NEW QUESTION 163

- (Topic 7)

Which of the following is NOT a service desk type recognized in the service operation volume of ITIL / guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

Answer: C

NEW QUESTION 164

- (Topic 7)

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

Answer: B

NEW QUESTION 169

- (Topic 8)

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity

- C. Be kept up-to-date on the progress of an activity
- D. Manage an activity

Answer: C

NEW QUESTION 170

- (Topic 8)

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity
- C. Be kept up-to-date on the progress of an activity
- D. Manage an activity

Answer: C

NEW QUESTION 172

- (Topic 8)

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

Answer: B

NEW QUESTION 177

- (Topic 8)

A process owner is responsible for which of the following?

1. Defining the process strategy
2. Assisting with process design
3. Improving the process
4. Performing all activities involved in a process

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

Answer: C

NEW QUESTION 181

- (Topic 8)

How many people should be accountable for a process as defined in the RACI model

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

Answer: B

NEW QUESTION 186

- (Topic 9)

Which of the following areas would technology help to support during the service lifecycle?

1. Data mining and workflow
2. Measurement and reporting
3. Release and deployment
4. Process design

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

Answer: D

NEW QUESTION 190

- (Topic 9)

Which of the following CANNOT be provided by a tool?

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

Answer: C

NEW QUESTION 191

- (Topic 10)

Which is a responsibility of a customer within the service level management process?

- A. Negotiate third party contracts
- B. Measure service availability
- C. Supply good or services
- D. Agree Service level targets

Answer: D

NEW QUESTION 193

- (Topic 10)

What BEST describes the value of service operation to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It ensures IT services are continuously aligned to business requirements
- C. It defines the control of service assets and configurations
- D. It reduces the duration and frequency of service outages

Answer: D

NEW QUESTION 194

- (Topic 10)

ITSM concepts are often described in the context of only one of these type. Type I, type II and type III

- A. Service Units
- B. Business Units
- C. Service Providers
- D. Customers

Answer: C

NEW QUESTION 197

- (Topic 10)

What should a release policy include?

- A. Roles and responsibilities across all the service transition processes.
- B. Roles and responsibilities for updating the configuration management database (CMDB).
- C. Criteria and authorization to exit early life support and handover to the service operation function.
- D. How request for changes (RFCs) are approved for software releases in the IT production environment.

Answer: A

NEW QUESTION 198

- (Topic 10)

What BEST describes the value of service transition to the business?

- A. It supports the creation of a catalogue of services
- B. It leads to gradual and continual improvement in service quality
- C. It provides quick and effective access to standard services
- D. It results in higher volumes of successful change

Answer: D

NEW QUESTION 202

- (Topic 10)

What BEST describes the value of service strategy to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It reduces the effort spent on managing test and pilot environments
- C. It improves the control of service assets and configurations
- D. It provides quick and effective access to standard services

Answer: A

NEW QUESTION 206

- (Topic 10)

What is used to control a process?

- A. Inputs
- B. Functions
- C. Objectives

D. Stakeholders

Answer: C

NEW QUESTION 207

- (Topic 10)

Which process monitors and improves the performance of the service transition stage of the service lifecycle?

- A. Transition planning and support
- B. Design co-ordination
- C. Change management
- D. Service transition management

Answer: A

NEW QUESTION 210

- (Topic 10)

Which tool helps with defining accountability and responsibility within processes?

- A. A CSI register
- B. A project charter
- C. A RACI model
- D. A communications plan

Answer: C

NEW QUESTION 214

- (Topic 10)

Which process has the objective to identify changes to the customer environment that could potentially impact the type, level or utilization of services provided?

- A. Business relationship management
- B. Service level management
- C. Availability management
- D. Change management

Answer: D

NEW QUESTION 219

- (Topic 10)

What BEST describes the purpose of analyzing risk?

- A. To assess impact and urgency
- B. To assess impact and probability
- C. To review remediation planning
- D. To review transition planning

Answer: B

NEW QUESTION 221

- (Topic 10)

The value created by a service is defined in terms of business outcomes, customer preferences, and which other element?

- A. Customer assets
- B. Customer perceptions
- C. Business activity
- D. Business vision

Answer: D

NEW QUESTION 223

- (Topic 10)

What is a change of state that has significance for the management of a configuration item (CI) called?

- A. An event
- B. A baseline
- C. A change to a service level agreement
- D. A request for change (RFC).

Answer: A

NEW QUESTION 227

- (Topic 10)

What BEST describes an important principle of communication in service operation?

- A. It is efficient, effective and economical for all IT services.
- B. It has an intended purpose or a resultant action.
- C. It focuses on creating a relationship between processes and products.
- D. It has responsibility for creating policies.

Answer: A

NEW QUESTION 228

- (Topic 10)

Which describes an interface of incident management with service level management?

- A. Incident workarounds
- B. Creating a problem record
- C. Incident response times
- D. The status of faulty Cis

Answer: C

NEW QUESTION 230

- (Topic 10)

Can service operation improve efficiency in the business operation by automating common routines?

- A. No, automating common routines improves effectiveness but not efficiency
- B. Yes, through automating common routines and introducing the service knowledge managementSystem (SKMS)
- C. Yes, through automating common routines, more productive work can be carried out
- D. No, automating common routines only results in preventing common problems

Answer: B

NEW QUESTION 231

- (Topic 10)

What is the CORRECT definition of service management?

- A. A set of specialised assets for transitioning services into the live operational environment
- B. A set of specialised organisational capabilities for delivering value to customers in the form of services
- C. A group of events that meet the demand from customers for services that they receive
- D. A group of people that manages services to fulfil the needs of users and customers

Answer: B

NEW QUESTION 235

- (Topic 10)

Which statement about Business Cases is TRUE?

- A. Business Cases should focus on both the financial and non-financial impacts of the proposed project or service
- B. Business Cases should focus on only the financial impacts of the proposed project to secure support and funding
- C. Business Cases should focus on only the non-financial business impacts of the proposed project to secure proper high-level management support
- D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

Answer: A

NEW QUESTION 239

- (Topic 10)

Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

- A. Service transition
- B. Service level management
- C. Service operation.
- D. Service Design.

Answer: A

NEW QUESTION 240

- (Topic 10)

What BEST defines serviceability?

- A. How quickly a service or component can be restored to normal working order
- B. How long a service or component can perform its agreed function without failure
- C. The ability of a third-party supplier to meet the terms of its contract
- D. The part of the business process that is critical to providing the service

Answer: C

NEW QUESTION 243

- (Topic 10)

What is the type of notification that should be sent when a threshold has been reached, something has changed or a failure has occurred?

- A. An emergency change
- B. An alert
- C. An emergency event
- D. A request for change

Answer: B

NEW QUESTION 244

- (Topic 10)

How should entries in the CSI register be categorized?

- A. Based on priority, urgency and impact to the business and to all its stakeholders
- B. Based on small, medium or, large undertakings that can be done quickly, medium term or long term
- C. Based on IT service name, cost to the business and expected outcomes to the customer
- D. Based on best improvement opportunities in the organization to achieve a competitive advantage

Answer: B

NEW QUESTION 248

- (Topic 10)

What are sources of best practice?

- A. Customers, suppliers, advisors
- B. Industry practices, academic research, training and education
- C. Substitutes, regulators, customers
- D. Competition, compliance, commitments

Answer: B

NEW QUESTION 253

- (Topic 10)

Which statement about services is CORRECT?

- A. External services are provided to business units in the same organisation
- B. Internal services are provided by suppliers to the internal IT department
- C. External services are delivered to external customers
- D. Internal services are delivered to external customers

Answer: B

NEW QUESTION 256

- (Topic 10)

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

Answer: B

NEW QUESTION 259

- (Topic 10)

What should the IT service continuity process primarily support?

- A. Critical IT processes
- B. All the services in the service portfolio
- C. Business continuity strategy
- D. Mission critical services at peak business periods

Answer: C

NEW QUESTION 261

- (Topic 10)

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive software library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

Answer: B

NEW QUESTION 265

- (Topic 10)

The configuration management system is part of which system?

- A. The availability management information system
- B. The capacity management information system
- C. The information security management system
- D. The service knowledge management system

Answer: D

NEW QUESTION 268

- (Topic 10)

Which is the CORRECT activity to carry out the "How do we get there" phase of the Continual Service Improvement approach?

- A. Service and process improvement
- B. Baseline assessments
- C. Policy and governance review
- D. Measurable targets

Answer: A

NEW QUESTION 273

- (Topic 10)

What is a characteristic of a process?

- A. It requires a specific tool
- B. It is performance driven and measurable
- C. It provides generic technical skills and resources
- D. It does not react to a specific trigger

Answer: B

NEW QUESTION 275

- (Topic 10)

Which three types of metric support Continual Service Improvement (CSI) activities?

- A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- B. Process metrics, software metrics and financial metrics
- C. Technology metrics, process metrics and service metrics
- D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

Answer: C

NEW QUESTION 277

- (Topic 10)

. When should a known error be raised?

- A. Only when the root cause is found and a workaround exists
- B. As soon as it becomes useful to do so
- C. Only when the error in the IT Service is found
- D. As soon as the major problem procedure is executed

Answer: B

NEW QUESTION 280

- (Topic 10)

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA).
- C. Cost of providing support
- D. Service level agreements (SLA).

Answer: B

NEW QUESTION 282

- (Topic 10)

Which ITIL process is used to restore normal service operation as quickly as possible?

- A. Service level management
- B. Incident management
- C. Problem management
- D. Availability management

Answer:

B

NEW QUESTION 284

- (Topic 10)

A technician is finding it difficult to resolve an incident and informs the manager that more resource is needed to restore the service. What has taken place within the SLA target?

- A. A functional escalation
- B. A service level escalation
- C. An incident resolution
- D. A hierarchic escalation

Answer: D

NEW QUESTION 285

- (Topic 10)

Which term describes if a service is fit for use?

- A. Serviceability
- B. Utility
- C. Warranty
- D. Availability

Answer: C

NEW QUESTION 288

- (Topic 10)

What is the BEST description of the CSI register?

- A. It is a record of all authorised changes and their planned implementation dates
- B. It is a record of proposed improvement opportunities and the benefits that will be achieved
- C. It is a record of new services to be approved by a customer, including proposed implementation dates
- D. It is a record of completed improvements and the relevant customer satisfaction metric

Answer: B

NEW QUESTION 289

- (Topic 10)

What is the pre-authorized change known as?

- A. A normal change
- B. A retrospective change
- C. A standard change
- D. An ordinary change

Answer: C

NEW QUESTION 293

- (Topic 10)

Which formal agreement minimizes the risk of disputes that can occur between an IT service provider and an external supplier?

- A. Operational contract
- B. Underpinning contract
- C. Serviceability contract
- D. Service level contract

Answer: B

NEW QUESTION 294

- (Topic 10)

What is the BEST definition of a definitive media library?

- A. It is a secure library in which the latest versions of authorized software items are stored and protected
- B. It is a structured document with definitive information regarding all live IT services, including those available for deployment
- C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected
- D. It is a set of tools and databases that is used to manage knowledge, information and data

Answer: C

NEW QUESTION 297

- (Topic 10)

Which is the CORRECT list of metrics to support CSI activities?

- A. Technology, customer and business
- B. Business, service and technology
- C. Customer, business and process

D. Process, technology and service

Answer: D

NEW QUESTION 298

- (Topic 10)

Which document shows a detailed analysis of business impact and benefits?

- A. A return on investment
- B. Service level requirements
- C. A business case
- D. A service level agreement

Answer: C

NEW QUESTION 301

- (Topic 10)

How are groups, teams, departments and divisions classified?

- A. Processes
- B. Functions
- C. Roles
- D. Technicians

Answer: B

NEW QUESTION 302

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