

100% Money Back
Guarantee

Vendor:EXIN

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QUESTION 1

Which of the following is concerned with fairness and transparency?

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

Correct Answer: B

QUESTION 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

Correct Answer: C

QUESTION 3

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

- A. Service strategy
- B. Service transition

- C. Service operation
- D. Continual service improvement

Correct Answer: C

QUESTION 4

In Service Operation, if too much emphasis is placed on '\\Stability\\', what might the likely outcome be in terms of responsiveness to customer needs?

- A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
- B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
- C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
- D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

Correct Answer: D

QUESTION 5

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

Correct Answer: B

QUESTION 6

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

Correct Answer: B

QUESTION 7

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

QUESTION 8

Identify the input to the Problem Management process.

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

Correct Answer: C

QUESTION 9

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

Correct Answer: C

QUESTION 10

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

Correct Answer: C

QUESTION 11

Which of the following availability management activities are considered to be proactive as opposed to reactive?

1.

Monitoring system availability

2.

Designing availability into a proposed solution

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

Correct Answer: D

QUESTION 12

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

Correct Answer: C