

EXINInc

Exam Questions ITILFND

ITIL Foundation (syllabus 2011)



NEW QUESTION 1

- (Topic 1)

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

Answer: C

NEW QUESTION 2

- (Topic 1)

What are customers of IT services who do NOT work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Answer: B

NEW QUESTION 3

- (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 4

- (Topic 1)

What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

- A. Business services
- B. Component services
- C. Supporting services
- D. Customer services

Answer: C

NEW QUESTION 5

- (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 6

- (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 7

- (Topic 1)

Which of the following are classed as stakeholders in service management?

1. Customers
2. Users
3. Suppliers

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

Answer: A

NEW QUESTION 8

- (Topic 1)

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

Answer: A

NEW QUESTION 9

- (Topic 1)

Which one of the following is the BEST definition of the term 'service management'?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Answer: A

NEW QUESTION 10

- (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 10

- (Topic 2)

In which of the following areas would ITIL complementary guidance provide assistance?

1. Adapting best practice for specific industry sectors
2. Integrating ITIL with other operating models

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

Answer: A

NEW QUESTION 15

- (Topic 2)

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 18

- (Topic 2)

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 fulfilment

Answer: A

NEW QUESTION 22

- (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 24

- (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 28

- (Topic 3)

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 29

- (Topic 3)

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 31

- (Topic 3)

Which one of the following is concerned with policy and direction?

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

Answer: B

NEW QUESTION 36

- (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 37

- (Topic 3)

A Service design package (SDP) would normally be produced for which of the following?

1. A new IT service
2. A major change to an IT service
3. An emergency change to an IT service
4. An IT service retirement

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

Answer: B

NEW QUESTION 40

- (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 41

- (Topic 3)

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

Answer: A

NEW QUESTION 43

- (Topic 3)

Which one of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

Answer: D

NEW QUESTION 44

- (Topic 3)

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

Answer: C

NEW QUESTION 47

- (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 51

- (Topic 3)

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 53

- (Topic 3)

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 fulfillment process

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

Answer: D

NEW QUESTION 55

- (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 59

- (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 3)

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

Answer: A

NEW QUESTION 68

- (Topic 4)

Which of the following BEST describes 'partners' in the phrase "people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
B. Customers
C. Internal departments
D. The facilities management function

Answer: A

NEW QUESTION 70

- (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 71

- (Topic 4)

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

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

Answer: C

NEW QUESTION 74

- (Topic 4)

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Answer: C

NEW QUESTION 78

- (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 80

- (Topic 5)

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. The ECAB considers every high priority request for change
- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
- D. The ECAB will be chaired by the IT director

Answer: C

NEW QUESTION 85

- (Topic 5)

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 86

- (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 90

- (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 95

- (Topic 5)

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

Answer: D

NEW QUESTION 98

- (Topic 5)

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

Answer: A

NEW QUESTION 99

- (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 101

- (Topic 5)

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Answer: C

NEW QUESTION 102

- (Topic 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

Answer: B

NEW QUESTION 104

- (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 106

- (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 108

- (Topic 5)

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 109

- (Topic 5)

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 111

- (Topic 5)

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 115

- (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 116

- (Topic 6)

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Answer: A

NEW QUESTION 121

- (Topic 6)

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

Answer: D

NEW QUESTION 123

- (Topic 6)

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 124

- (Topic 6)

Which process would you MOST expect to be involved in the management of underpinning contracts?

- A. Change management
- B. Service catalogue management
- C. Supplier management
- D. Release and deployment management

Answer: C

NEW QUESTION 125

- (Topic 6)

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services
- B. It is mandatory that all changes are subject to design coordination activity
- C. Only changes to business critical systems
- D. Any change that the organization believes could benefit

Answer: D

NEW QUESTION 130

- (Topic 6)

Access management is closely related to which other process?

- A. Capacity management only
- B. 3rd line support
- C. Information security management
- D. Change management

Answer: C

NEW QUESTION 132

- (Topic 6)

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 133

- (Topic 6)

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 138

- (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 142

- (Topic 6)

Which one of the following is an objective of release and deployment management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To ensure that the overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

Answer: D

NEW QUESTION 145

- (Topic 6)

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management
- B. Financial management
- C. Demand management
- D. Risk management

Answer: B

NEW QUESTION 147

- (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 148

- (Topic 6)

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

Answer: D

NEW QUESTION 150

- (Topic 7)

Which of the following activities are performed by a service 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 154

- (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 158

- (Topic 7)

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management

D. Facilities management

Answer: D

NEW QUESTION 161

- (Topic 7)

Which of the following BEST describes technical management?

- A. A function responsible for facilities management and building control systems
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsible for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT infrastructure

Answer: D

NEW QUESTION 163

- (Topic 7)

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of storage devices will be
- D. Agreeing the service levels for the service supported by the application

Answer: B

NEW QUESTION 167

- (Topic 7)

Which of the following processes are performed by the service desk?

- 1. Capacity management
- 2. Request fulfilment
- 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 169

- (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 172

- (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 177

- (Topic 8)

What is a RACI model used for?

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

Answer: D

NEW QUESTION 182

- (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 188

- (Topic 10)

Which statement about service review meetings is FALSE?

- A. Actions from service review meetings should only be assigned to the service provider
- B. Meetings should be held on a regular basis to review service achievement
- C. Issues for the upcoming period should be discussed at the meetings
- D. Progress and success of the service improvement programme (SIP) should be reviewed

Answer: A

NEW QUESTION 190

- (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 195

- (Topic 10)

What are the two MAJOR activities in problem management?

- A. Technical and service
- B. Resource and proactive
- C. Reactive and technical
- D. Proactive and reactive

Answer: D

NEW QUESTION 197

- (Topic 10)

Which groups of people would work according to an operational level agreement?

- A. Business units
- B. All stakeholders
- C. External IT teams
- D. Internal IT teams

Answer: D

NEW QUESTION 200

- (Topic 10)

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: C

NEW QUESTION 201

- (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 203

- (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 206

- (Topic 10)

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

Answer: B

NEW QUESTION 210

- (Topic 10)

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It optimizes financial exposure
- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It ensures that service requests follow the normal change management process

Answer: C

NEW QUESTION 214

- (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 219

- (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 220

- (Topic 10)

What term describes assurance that a product or service will meet its agreed requirements?

- A. Underpinning contract
- B. Warranty
- C. Service level agreement
- D. Utility

Answer: B

Explanation:

Warranty: is fit for use; how the service is delivered; assurance that a product or service will meet its agreed requirements for availability, capacity, security, continuity
References:- <https://www.quia.com/jg/2634480list.html><https://itilblues.wordpress.com/2007/12/14/itil-v3-utility-and-warranty-two-sides-of-the-same-coin/>

NEW QUESTION 222

- (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 225

- (Topic 10)

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

- A. It supports the creation of a portfolio of quantified services
- B. It reduces total cost of ownership (TCO) of services
- C. It improves the control of service assets and configurations
- D. It provides quick and effective access to standard services

Answer: B

NEW QUESTION 226

- (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 229

- (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 232

- (Topic 10)

What is the BEST definition of an internal service?

- A. It is a supporting service delivered between functions of the IT service provider
- B. It is any customer-facing service delivered by an outsourced provider
- C. It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes
- D. It is a service delivered between departments or business units in the same organization

Answer: D

NEW QUESTION 233

- (Topic 10)

How is a service delivered between departments of same organization classified?

- A. Internal Service
- B. External Service
- C. Mission Critical service
- D. Organizational service.

Answer:

A

NEW QUESTION 237

- (Topic 10)

Where should 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 238

- (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 241

- (Topic 10)

Which processes ensure the targets in the underpinning contracts are appropriate?

- A. Design coordination and service level management
- B. Supplier management and service level management
- C. Service level management and availability management
- D. Configuration management and service portfolio management

Answer: B

NEW QUESTION 243

- (Topic 10)

Which of the following correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

Answer: D

NEW QUESTION 247

- (Topic 10)

Which lifecycle stage defines how value is created and delivered?

- A. Service design
- B. Service strategy
- C. Continual service improvement
- D. Service operation

Answer: B

Explanation:

The objectives of service strategy includes :

? An understanding of what strategy is.

? A clear identification of the definition of services and the customers who use them.

? The ability to define how value is created and delivered.

? Means to identify opportunities to provide services and how to exploit them.

? A clear service provision model that articulates how services will be delivered and funded as well as to whom they will be delivered and for what purpose.

NEW QUESTION 252

- (Topic 10)

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

Answer: D

NEW QUESTION 257

- (Topic 10)

In service design, which term describes services, technologies and tools?

- A. People
- B. Partners
- C. Products
- D. Processes

Answer: C

NEW QUESTION 260

- (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 265

- (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 266

- (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 268

- (Topic 10)

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMDB) and contains workarounds
- C. It is maintained by problem management and is used by the service desk to help resolve incidents
- D. It is maintained by incident management and contains solutions to be implemented by problem management

Answer: C

NEW QUESTION 270

- (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 272

- (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 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

Answer: D

NEW QUESTION 277

- (Topic 10)

Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment?

- A. Service portfolio management
- B. Service level management
- C. Service catalogue management
- D. Service capacity management

Answer: C

NEW QUESTION 278

- (Topic 10)

What is the BEST description of a change proposal?

- A. Any request for change (RF
- B. submitted to change management
- C. An authorised change submitted to release and deployment
- D. An RFC that must be implemented as soon as possible
- E. A justification for a change with significant cost or risk

Answer: D

NEW QUESTION 282

- (Topic 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

Answer: B

NEW QUESTION 285

- (Topic 10)

What does the term “Wisdom” represent within the Data-to-Information-to-Knowledge-to- Wisdom (DIKW)?

- A. The complete collection of all data and data repositories in the organization
- B. The knowledge to manage organization processes and people
- C. The complete collection of all process management structures in the organization
- D. The contextual awareness to provide strong common sense judgement

Answer: D

NEW QUESTION 287

- (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 291

- (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 295

- (Topic 10)

Which term describes if a service is fit for use?

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

Answer: C

NEW QUESTION 296

- (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 300

- (Topic 10)

How are groups, teams, departments and divisions classified?

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

Answer: B

NEW QUESTION 304

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