



**ISEB**

**Exam Questions ITILF**

ITIL Foundation

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#### NEW QUESTION 1

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 2

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 3

Which of the following service desk organizational structures are described in service operation?

- 1: Local service desk
- 2: Virtual service desk
- 3: IT help desk
- 4: Follow the sun

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

**Answer: A**

#### NEW QUESTION 4

The consideration of value creation is a principle of which stage of the service lifecycle?

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

**Answer: B**

#### NEW QUESTION 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 6

Which process is responsible for managing relationships with vendors?

- A. Change management
- B. Service portfolio management
- C. Supplier management
- D. Continual service improvement

**Answer: C**

#### NEW QUESTION 7

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 8

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 9

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 10

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be operated, managed and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge and information about services and service assets
- D. To plan and manage the capacity and resource requirements to manage a release

**Answer:** B

#### NEW QUESTION 10

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 14

Which process will regularly analyse incident data to identify discernible trends?

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

**Answer:** B

#### NEW QUESTION 19

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 21

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 24

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 29

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 31

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 customer's successful
- 2: Enabling the service provider to respond quickly and effectively to changes in the business environment
- 3: Reduction in the duration and frequency of service outages

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

**Answer:** C

#### NEW QUESTION 33

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 38

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer:** B

#### NEW QUESTION 41

With which process is problem management likely to share categorization and impact coding systems?

- A. Incident management
- B. Service asset and configuration management
- C. Capacity management
- D. IT service continuity management

**Answer:** A

#### NEW QUESTION 42

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 44

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 46

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

**Answer:** A

#### NEW QUESTION 48

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 50

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand management
- B. Incident management
- C. Release and deployment management
- D. Request fulfillment

**Answer:** D

#### NEW QUESTION 55

Which function or process would provide staff to monitor events in an operations bridge?

- A. Technical management
- B. IT operations management
- C. Request fulfillment
- D. Applications management

**Answer:** B

#### NEW QUESTION 58

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 61

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 65

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. 1, 2 and 3 only
- B. 1, 3 and 4 only
- C. 2, 3 and 4 only

D. All of the above

**Answer:** D

#### NEW QUESTION 69

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 72

Which of the following CANNOT be provided by a tool?

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

**Answer:** C

#### NEW QUESTION 77

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 80

Which of the following are managed by facilities management?

- 1: Hardware within a data centre or computer room
- 2: Applications
- 3: Power and cooling equipment
- 4: Recovery sites

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

**Answer:** C

#### NEW QUESTION 83

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

**Answer:** A

#### Explanation:

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

#### NEW QUESTION 87

Which areas of service management can benefit from automation?

- 1: Design and modeling
- 2: Reporting
- 3: Pattern recognition and analysis
- 4: Detection and monitoring

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

**Answer:**

D

#### NEW QUESTION 91

Which one of the following is the BEST description of a major incident?

- A. An incident which is so complex that it requires root cause analysis before a workaround can be found
- B. An incident which requires a large number of people to resolve
- C. An incident logged by a senior manager
- D. An incident which has a high priority or a high impact on the business

**Answer:** D

#### NEW QUESTION 95

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

- A. To ensure that a service can be managed and operated in accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

**Answer:** B

#### NEW QUESTION 96

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 98

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 103

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](http://wiki.en.it-processmaps.com/index.php/Event_Management)

#### NEW QUESTION 104

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 106

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 109

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 113

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

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

**Answer:** C

#### NEW QUESTION 115

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

- A. An agreement with an individual customer group, covering all the services that they use
- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all customers of that service

**Answer:** D

#### NEW QUESTION 119

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 124

What are the categories of events 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 126

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

- A. The SLA covers one service, for all the customers of that service
- B. The SLA covers an individual customer group for all services they use
- C. An SLA that covers all customers for all services
- D. An SLA for a service with no customers

**Answer:** A

#### NEW QUESTION 131

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 136

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 140

Which process has the following objective, 'Produce service design packages (SDPs) based on service charters and change requests'?

- A. Service transition planning and support
- B. Design coordination
- C. Service level management
- D. Change management

**Answer:** B

#### NEW QUESTION 142

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 146

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

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

**Answer:** A

#### NEW QUESTION 148

Which of the following is NOT a source of best practice?

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

**Answer:** B

#### NEW QUESTION 150

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 155

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

**Answer:** B

#### NEW QUESTION 157

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 158

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 159

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the service desk can be logged
- C. All incidents must be fully logged
- D. The service desk decide which incidents to log

**Answer:** C

#### NEW QUESTION 160

Which of the following identifies the purpose of design coordination?

- A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
- B. Ensuring all service designs have availability designed into them
- C. Designing of all the links between every service design process and all other processes in the service lifecycle
- D. Control of all supplier relationships from design right through to the production environment

**Answer:** A

#### NEW QUESTION 161

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 165

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 167

Which of the following can include steps that will help to resolve an incident?

- 1: Incident model
- 2: Known error record

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

**Answer:** C

#### NEW QUESTION 169

Which process has the following objective ??Establish new or changed services into supported environments within the predicted cost, time and resource estimates???

- A. Service strategy

- B. Service transition planning and support
- C. Service level management
- D. Change management

**Answer:** B

#### NEW QUESTION 171

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 173

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on responsiveness
- C. Vendor focused
- D. Extreme internal focus

**Answer:** D

#### NEW QUESTION 176

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

**Answer:** C

#### NEW QUESTION 179

A Service Level Agreement is?

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

**Answer:** B

#### NEW QUESTION 183

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
- C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- D. The entire cycle should be repeated multiple times to implement Continual Improvement

**Answer:** D

#### NEW QUESTION 184

Major Incidents require:

- A. Less documentation
- B. Longer timescales
- C. Less urgency
- D. Separate procedures

**Answer:** D

#### NEW QUESTION 189

A plan for managing the end of a supplier contract should be created when?

- A. The contract is being negotiated
- B. The contract is about to be ended

- C. The Supplier Manager decides that there is a risk the contract might need to end soon
- D. The contract has been agreed

**Answer:** A

#### NEW QUESTION 194

The MAIN purpose of the Service Portfolio is to describe services in terms of?

- A. Business Value
- B. Functionality
- C. IT Assets
- D. Service Level Requirements

**Answer:** A

#### NEW QUESTION 199

What is the definition of an Alert?

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

**Answer:** B

#### NEW QUESTION 204

Which of the following questions does Service Strategy help answer with its guidance?

- 1: How do we prioritize investments across a portfolio?
- 2: What services to offer and to whom?
- 3: What are the Patterns of Business Activity (PBA)?

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

**Answer:** D

#### NEW QUESTION 205

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

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

**Answer:** D

#### NEW QUESTION 207

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 209

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 214

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 215

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 220

Customer perceptions and business outcomes help to define what?

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

**Answer:** A

#### NEW QUESTION 221

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 226

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- A. Functions and Processes
- B. Markets and Customers
- C. Applications and Infrastructure
- D. People, products and technology

**Answer:** A

#### NEW QUESTION 231

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 236

When should tests for a new service be designed?

- A. At the same time as the service is designed
- B. After the service has been designed, before the service is handed over to Service Transition

- C. As part of Service Transition
- D. Before the service is designed

**Answer:** A

#### NEW QUESTION 239

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

- 1: Progress
- 2: Effectiveness
- 3: Efficiency
- 4: ?

- A. Cost
- B. Conformance
- C. Compliance
- D. Capacity

**Answer:** C

#### NEW QUESTION 244

Which of the following statements about communication within Service Operation are CORRECT?

- 1: All communication must have an intended purpose or resultant action
- 2: Communication should not take place without a clear audience

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

**Answer:** C

#### NEW QUESTION 249

Access Management is closely related to which other processes?

- A. Availability Management only
- B. Information Security Management and 3rd line support
- C. Information Security Management and Availability Management
- D. Information Security Management only

**Answer:** C

#### NEW QUESTION 251

Which of the following is the BEST definition of a Risk?

- A. Something that won't happen
- B. Something that will happen
- C. Something that has happened
- D. Something that might happen

**Answer:** D

#### NEW QUESTION 255

What are the processes within Service Operation?

- A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
- B. Event Management, Incident Management
- C. Change Management and Access Management
- D. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management
- E. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

**Answer:** A

#### NEW QUESTION 259

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

- 1) Marketing information
- 2) Contract description and scope
- 3) Responsibilities and dependencies

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

**Answer:** C

#### NEW QUESTION 260



Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

- 1) Risk assessment
- 2) Testing of resilience mechanisms
- 3) Monitoring of component availability

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

**Answer:** B

#### NEW QUESTION 262

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 265

In the phrase "People, Processes, Products and Partners". Products refers to:

- A. IT Infrastructure and Applications
- B. Services, technology and tools
- C. Goods provided by third parties to support the IT Services
- D. All assets belonging to the Service Provider

**Answer:** B

#### NEW QUESTION 268

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. The change manager

**Answer:** C

#### NEW QUESTION 271

Which of the following should NOT be a concern of Risk Management?

- A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
- B. To ensure that the workplace is a safe environment for its employees and customers
- C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
- D. To ensure only the change requests with mitigated risks are approved for implementation

**Answer:** D

#### NEW QUESTION 276

Customer perceptions and business outcomes help to define what?

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

**Answer:** A

**Explanation:**

Reference: [http://www.cbronline.com/news/axios\\_flags\\_need\\_for\\_itil\\_based\\_service\\_value\\_management\\_250909](http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_management_250909)

#### NEW QUESTION 279

Which of the following might be used to manage an Incident?

- 1) Incident Model
- 2) Known Error Record

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

**Answer:**



C

#### NEW QUESTION 282

Which model delivers a view of the services, assets and infrastructure?

- A. Incident Model
- B. Problem Model
- C. Configuration Model
- D. Change Model

**Answer:** C

#### NEW QUESTION 287

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 292

Which of the following is the CORRECT definition of a Release Unit?

- A. A measurement of cost
- B. A function described within Service Transition
- C. The team of people responsible for implementing a release
- D. The portion of a service or IT infrastructure that is normally released together

**Answer:** D

#### NEW QUESTION 294

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

**Answer:** D

#### NEW QUESTION 299

Which process or function is responsible for the Definitive Media Library and Definitive Spares?

- A. Facilities Management
- B. Access Management
- C. Request Fulfilment
- D. Service Asset and Configuration Management

**Answer:** D

#### NEW QUESTION 303

What are the two major processes in Problem Management?

- A. Technical and Service
- B. Resource and Proactive
- C. Reactive and Technical
- D. Proactive and Reactive

**Answer:** D

#### NEW QUESTION 306

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

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

**Answer:** B

**Explanation:**

Reference: [http://en.wikipedia.org/wiki/Information\\_Technology\\_Infrastructure\\_Library#Service\\_Design](http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design)

#### NEW QUESTION 310

Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?

- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) model
- D. The Deming Cycle

**Answer:** A

#### NEW QUESTION 314

Which of the following are included within Release and Deployment Models?

- 1) Roles and responsibilities
- 2) Template release and deployment
- 3) Supporting systems, tools and procedures.
- 4) Handover activities and responsibilities

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

**Answer:** C

#### NEW QUESTION 317

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 319

A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

**Answer:** B

#### NEW QUESTION 322

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 324

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