

58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which list includes information that would be collected when any incident is first logged?

- A. Unique reference number, escalation activity, incident priority
- B. Unique reference number, incident priority, description of symptoms
- C. Escalation activity, closure category, resolution date and time
- D. Closure category, description of symptoms, resolution date and time

Correct Answer: B

QUESTION 2

Which of the following is not a service desk type recognized in the service operation volume of ITIL?

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

Correct Answer: C

QUESTION 3

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

Correct Answer: D

QUESTION 4

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

Correct Answer: D

QUESTION 5

Which of the following is the BEST description of a Business Case?

A. A decision support and planning tool that projects the likely consequences of a business action

B. A portable device designed for the secure storage and transportation of important documents

C. A complaint by the business about a missed service level.

D. The terms and conditions in an IT outsource contract.

Correct Answer: A

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