58$^{Q\&As}$

ITIL 2011 Foundation

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QUESTION 1

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

Correct Answer: B

QUESTION 2

Which of the following sentences BEST describes a Standard Change?

A. A change to the service provider\\'s established policies and guidelines

B. A pre-authorized change that has an accepted and established procedure

C. A change that is made as the result of an audit

D. A change that correctly follows the required change process

Correct Answer: B

QUESTION 3

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 4

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

Correct Answer: B

QUESTION 5

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

Correct Answer: B

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