

## BH0-012<sup>Q&As</sup>

The Foundation® ITIL (2012 Onwards)

**Pass ISEB BH0-012 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/bh0-012.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by ISEB  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



## QUESTION 1

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

Correct Answer: B

---

## QUESTION 2

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

Correct Answer: A

---

## QUESTION 3

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 4

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

Correct Answer: A

---

#### QUESTION 5

Which one of the following do major incidents require?

A. Separate procedures

B. Less urgency

C. Longer timescales

D. Less documentation

Correct Answer: A

[BH0-012 VCE Dumps](#)

[BH0-012 Study Guide](#)

[BH0-012 Braindumps](#)