

EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

QUESTION 2

In which of the following should details of a workaround be documented?

- A. The service level agreement (SLA)
- B. The problem record
- C. The availability management information system
- D. The IT service plan

Correct Answer: B

QUESTION 3

Which statement about the service portfolio is TRUE?

- A. The service portfolio includes all services except those managed by third parties
- B. It is an integral part of the service catalogue
- C. It allows the organization unlimited resources when planning for new service deployments
- D. It represents all resources presently engaged or being released in various stages of the service lifecycle

Correct Answer: D

QUESTION 4

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform

- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

Correct Answer: B

QUESTION 5

Which role is accountable for the operational management of a process?

- A. Process practitioner
- B. Process manager
- C. Service manager
- D. Change manager

Correct Answer: B

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