

EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

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

Correct Answer: A

QUESTION 2

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Correct Answer: B

QUESTION 3

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

Correct Answer: A

QUESTION 4

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 5

Where would you expect incident resolution targets to be documented?

- A. A service level agreement (SLA)
- B. A request for change (RFC)
- C. The service portfolio
- D. A service description

Correct Answer: A

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