EX0-117 Q&As

ITIL Foundation (syllabus 2011)

Pass home EX0-117 Exam with 100% Guarantee

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

https://www.leads4pass.com/ex0-117.html

100% Passing Guarantee
100% Money Back Assurance

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

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Which one of the following do major incidents require?

A. Separate procedures

B. Less urgency

C. Longer timescales

D. Less documentation

Correct Answer: A

QUESTION 2

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase \\'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision\\'?

A. Where are we now?

B. Where do we want to be?

C. How do we get there?

D. Did we get there?

Correct Answer: B

QUESTION 3

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers

B. Stakeholders

C. Regulators

D. Accreditors

Correct Answer: B

QUESTION 4

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

A. Service operation

B. Service transition

C. Continual service improvement

D. Service strategy

Correct Answer: C

QUESTION 5

Which role is responsible for carrying out the activities of a process?

A. Process owner

B. Change manager

C. Service manager

D. Process practitioner

Correct Answer: D

[EX0-117 Practice Test](#)   [EX0-117 Exam Questions](#)   [EX0-117 Braindumps](#)