

EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

What are the categories of event described in the UIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

Correct Answer: C

QUESTION 2

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced total cost of ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

Correct Answer: D

QUESTION 3

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

Correct Answer: A

QUESTION 4

Which of the following statements about service asset and configuration management is/are CORRECT?

1.

A configuration item (CI) can exist as part of any numbers other CIs at the same time

2.

Choosing which CIs to record will depend on the level of control an organization wishes to exert.

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Correct Answer: C

QUESTION 5

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes which will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

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