EX0-117 Q&As

ITIL Foundation (syllabus 2011)

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QUESTION 1

What is the primary focus of the business management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology

B. Review of all capacity supplier agreements and underpinning contracts with supplier management

C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services

D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

QUESTION 2

Which of the following identifies the purpose of design coordination?

A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle

B. Ensuring all service designs have availability designed into them

C. Designing of all the links between every service design process and all other processes in the service lifecycle

D. Control of all supplier relationships from design right through to the production environment

Correct Answer: A

QUESTION 3

Which of the following types of service should be included in the scope of service portfolio management?

1.

 Those planned to be delivered

2.

 Those being delivered

3.

 Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

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D. 2 and 3 only

Correct Answer: B

QUESTION 4

What is a RACI model used for?

A. Performance analysis

B. Recording configuration items

C. Monitoring services

D. Defining roles and responsibilities

Correct Answer: D

QUESTION 5

Which process is responsible for low risk, frequently occurring, low cost changes?

A. Demand management

B. Incident management

C. Release and deployment management

D. Request fulfillment

Correct Answer: D

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