

58^{Q&As}

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QUESTION 1

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

Correct Answer: A

QUESTION 2

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

Correct Answer: D

QUESTION 3

What type of record should you raise when a problem diagnosis is complete and a workaround is available?

- A. A service object
- B. An incident
- C. A change
- D. A known error

Correct Answer: D

QUESTION 4

What is the BEST description of the CSI register?

- A. It is a record of all authorized changes and their planned implementation dates
- B. It is a record of proposed improvement opportunities and the benefits that will be achieved

- C. It is a record of new services to be approved by a customer, including proposed implementation dates
- D. It is a record of completed improvements and the relevant customer satisfaction metric

Correct Answer: B

QUESTION 5

What are the processes within Service Operation?

- 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 Management
- D. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

Correct Answer: A

QUESTION 6

What should a release policy include?

- A. Roles and responsibilities across all the service transition processes
- B. Roles and responsibilities for updating the configuration management database (CMDB)
- C. Criteria and authorization to exit early life support and handover to the service operation function
- D. How request for changes (RFCs) are approved for software releases in the IT production environment

Correct Answer: C

QUESTION 7

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

QUESTION 8

Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

- A. Profit
- B. Preparation
- C. Products
- D. Potential

Correct Answer: C

QUESTION 9

Which process would you MOST expect to be involved in the management of underpinning contracts?

- A. Change management
- B. Service catalogue management
- C. Supplier management
- D. Release and deployment management

Correct Answer: C

QUESTION 10

Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

Correct Answer: B

QUESTION 11

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA

D. Understanding PBA is the only way to enable accurate service level reporting

Correct Answer: C

QUESTION 12

Which of the following activities are helped by recording relationships between Configuration Items (Cis)?

(1)

Assessing the impact and cause of Incidents and Problems

(2)

Assessing the impact of proposed Changes

(3)

Planning and designing a Change to an existing service

(4)

Planning a technology refresh or software upgrade

A.

1 and 2 only

B.

All of the above

C.

1, 2 and 4 only

D.

1, 3 and 4 only

Correct Answer: B

QUESTION 13

Which is an example of how service automation assists service automation assists service management?

A. Customers can employ more sales staff during peak business periods

B. The capacity of services can be adjusted to respond to variations in demand

C. Requests for new services can be authorized by anyone in service management

D. The capacity of the service desk can be reduced to prevent users contacting it at busy times

Correct Answer: B

QUESTION 14

Which of the following is the correct definition of an outcome?

- A. The results specific to the clauses in a service level agreement (SLA)
- B. The result of carrying out an activity, following a process or delivering an IT service
- C. All the accumulated knowledge of the service provider
- D. All incidents reported to the service desk

Correct Answer: B

QUESTION 15

What term describes assurance that a product or service will meet its agreed requirements?

- A. Underpinning contract
- B. Warranty
- C. Service level agreement
- D. Utility

Correct Answer: C

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