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QUESTION 1

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 2

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

QUESTION 3

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 4

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

QUESTION 5

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

QUESTION 6

Which of the following should IT service continuity strategy be based on?

1.
Design of the service metrics
2.
Business continuity strategy
3.
Business impact analysis (BIA)
4.
Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

Correct Answer: C

QUESTION 7

Which of the following service desk organizational structures are described in service operation?

1.
Local service desk
2.
Virtual service desk
3.
IT help desk
4.
Follow the sun

- A. 1, 2 and 4 only
B. 2, 3 and 4 only
C. 1, 3 and 4 only
D. 1, 2 and 3 only

Correct Answer: A

QUESTION 8

Consider the following list:

1.
Change authority
2.
Change manager
3.
Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

- A. Job descriptions
B. Functions
C. Teams

D. Roles, people or groups

Correct Answer: D

QUESTION 9

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 10

Which of the following provide value to the business from service strategy?

1.
Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
2.
Enabling the service provider to respond quickly and effectively to changes in the business environment
3.
Reduction in the duration and frequency of service outages

- A. All of the above
- B. 1 and 3 only
- C. 1 and 2 only
- D. 2 and 3 only

Correct Answer: C

QUESTION 11

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- A. Change proposal

- B. Change policy
- C. Service request
- D. Risk register

Correct Answer: A

QUESTION 12

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

Correct Answer: B

QUESTION 13

Which of the following BEST describes partners in the phrase "people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

Correct Answer: A

QUESTION 14

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Correct Answer: A

QUESTION 15

Which of the following is NOT a valid objective of problem management?

- A. To prevent problems and their resultant Incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

Correct Answer: C

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