

EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

Correct Answer: A

QUESTION 2

In which of the following should details of a workaround be documented?

- A. The service level agreement (SLA)
- B. The problem record
- C. The availability management information system
- D. The IT service plan

Correct Answer: B

QUESTION 3

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

Correct Answer: B

QUESTION 4

The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved

- B. Immediately after the change has failed and needs to be backed out
- C. After implementation but before the post implementation review
- D. After the post implementation review has identified a problem with the change

Correct Answer: A

QUESTION 5

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Correct Answer: C

QUESTION 6

Which of the following should be available to the Service Desk?

- 1.
Known Error Data
 - 2.
Change Schedules
 - 3.
Service Knowledge Management System
 - 4.
The output from monitoring tools
- A. 1,2 and 3 only
 - B. 1,2 and 4 only
 - C. 2,3 and 4 only
 - D. All of the above

Correct Answer: D

QUESTION 7

Which of the following statement about the service owner is INCORRECT?

- A. Carries out the day-to-day monitoring and operation of the service they own
- B. Contributes to continual improvement affecting the service they own
- C. Is a stakeholder in all of the IT processes which support the service they own
- D. Is accountable for a specific service within an organization

Correct Answer: A

QUESTION 8

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

Correct Answer: A

QUESTION 9

A Service design package (SDP) would normally be produced for which of the following?

- 1.
A new IT service
 - 2.
A major change to an IT service
 - 3.
An emergency change to an IT service
 - 4.
An IT service retirement
- A. 2, 3 and 4 only
 - B. 1, 2 and 4 only
 - C. None of the above

D. All of the above

Correct Answer: B

QUESTION 10

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 11

Which of the following identifies the purpose of service transition planning and support?

A. Provide overall planning for service transitions and co-ordinate the resources they require

B. Ensure that all service transitions are properly authorized

C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked

D. To define testing scripts to ensure service transitions are unlikely to ever fail

Correct Answer: A

QUESTION 12

Which reason describes why ITIL is so successful?

A. The five ITIL volumes are concise

B. It is not tied to any particular vendor platform

C. It tells service providers exactly how to be successful

D. It is designed to be used to manage projects

Correct Answer: B

QUESTION 13

Which process would you MOST expect to be involved in the management of Underpinning Contracts?

- A. IT Designer/Architect
- B. Process Manager
- C. Service Catalogue Manager
- D. Supplier Manager

Correct Answer: D

QUESTION 14

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

Correct Answer: B

QUESTION 15

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

- A. Service Strategy
- B. Continual Service Improvement
- C. Service Operation
- D. Service Design

Correct Answer: B

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