

ITILF.exam.251q

Number: ITILF
Passing Score: 800
Time Limit: 120 min

ITILF

ITIL Foundation (syllabus 2011)

Exam A

QUESTION 1

Availability management is directly responsible for the availability of which of the following?

- A. IT services and components
- B. IT services and business processes
- C. Components and business processes
- D. IT services, components and business processes

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

Which of the following are reasons why ITIL is successful?

1. ITIL is vendor neutral
2. It does not prescribe actions
3. ITIL represents best practice

- A. All of the above

- B. 1 and 3 only
- C. 1 and 2 only
- D. 2 and 3 only

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5

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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6

The consideration of value creation is a principle of which stage of the service lifecycle?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8

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

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data
- B. Information
- C. Knowledge
- D. Governance

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12

Which of the following would commonly be found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14

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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15

Which process would be used to compare the value that newer services have offered over those they have

replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

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

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

Hierarchic escalation is BEST described as?

- A. Notifying more senior levels of management about an incident
- B. Passing an incident to people with a greater level of technical skill
- C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
- D. Failing to meet the incident resolution times specified in a service level agreement

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management

D. Facilities management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) approach
- D. The Deming Cycle

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

Which one of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

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

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
- B. Identification of risk, analysis and management of the exposure to risk
- C. Control of exposure to risk and investment of capital
- D. Training of all staff and investment of capital

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

Which of the following is an enabler of best practice?

- A. Standards

- B. Technology
- C. Academic research
- D. Internal experience

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30

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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
- B. The design of new or changed services
- C. The design of market spaces
- D. The design of the technology architectures

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32

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
Section: (none)
Explanation

Explanation/Reference:
Explanation: