EX0-001^Q&As

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following is NOT an example of Self-Help capabilities?

A. Requirement to always call the service desk for service requests

B. Menu-driven range of self help and service requests

C. Web front-end

D. A direct interface into the back end process handling software

Correct Answer: A

QUESTION 2

Which of the following is the BEST description of a centralized service desk?

A. The desk is co-located within or physically close to the user community it serves

B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place

C. The desk provides 24 hour global support

D. There is a single desk in one location serving the whole organization

Correct Answer: D

QUESTION 3

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 4

Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

A. Technology, Customer, User

B. Corporate, Customer, Service

C. Corporate, Customer, Technology

D. Service, User, IT

Correct Answer: B

QUESTION 5

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

A. Internal

B. External

C. Service desk

D. Shared services unit

Correct Answer: C

QUESTION 6

Which of the following BEST describes service strategies value to the business?

A. Allows higher volumes of successful change

B. Reduction in unplanned costs through optimized handling of service outages

C. Reduction in the duration and frequency of service outages

D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Correct Answer: D

QUESTION 7

Which 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

QUESTION 8

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 customers successful

2.

Enabling the service provider to respond quickly and effectively to changes in the business environment

3.

Support the creation of a portfolio of quantified services

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 9

Which of the following is NOT a responsibility of service transition?

A. To ensure that a service can be managed, operated and supported within constraints specified by design

B. To design and develop capabilities for service management

C. To provide quality knowledge of change and release and deployment management

D. To plan the resource requirements to manage a release

Correct Answer: B

QUESTION 10

Which of the following can include steps that will help to resolve an incident?

1.

Incident model

2.

 Known error record

A. 1 only

B. 2only

C. Both of the above

D. Neither of the above

Correct Answer: C

QUESTION 11

Effective release and deployment management enables the service provider to add value to the business by?

A. Ensuring that all assets are accounted for

B. Ensures that the fastest servers are purchased

C. Delivering change, faster and at optimum cost and minimized risk

D. Verifying the accuracy of all items in the configuration management database

Correct Answer: C

QUESTION 12

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

A. Whether to buy an application or build it

B. Should application development be outsourced

C. Who the vendor of the storage devices will be

D. Where the vendor of an application is located

Correct Answer: A

QUESTION 13

Which two elements of financial management for IT services are mandatory?

A. Budgeting and charging

B. Accounting and charging

C. Budgeting and accounting

D. Costing and charging

Correct Answer: C

QUESTION 14

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

A. IT management

B. Service desk manager

C. Business management

D. The change manager

Correct Answer: C

QUESTION 15

When can a known error record be raised?

1.

At any time it would be useful to do so

2.

After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

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