

# EX0-117<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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### QUESTION 1

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

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### QUESTION 2

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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### QUESTION 3

Which of the following types of service should be included in the scope of service portfolio management?

1.  
Those planned to be delivered
2.  
Those being delivered
- 3.

Those that have been withdrawn from service

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

Correct Answer: B

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#### QUESTION 4

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

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#### QUESTION 5

Which of the following BEST describes technical management?

- A. A function responsibilities for facilities management and building control systems
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsibilities for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT infrastructure

Correct Answer: D

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#### 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

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#### QUESTION 7

Within service design, what is the key output handed over to service transition?

A. Measurement, methods and metrics

B. Service design package

C. Service portfolio design

D. Process definitions

Correct Answer: B

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#### QUESTION 8

Which one of the following is the BEST definition of an event?

A. Any change of state that has significance for the management of a configuration item (CI) or IT service

B. An unplanned interruption to an IT service or a reduction in the quality of an IT service

C. The unknown cause of one or more incidents that have an impact on an IT service

D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

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#### QUESTION 9

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Change management
- B. IT service continuity management
- C. Financial management for IT services
- D. Service catalog management

Correct Answer: B

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#### **QUESTION 10**

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

Correct Answer: B

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#### **QUESTION 11**

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

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#### **QUESTION 12**

Which of the following is NOT an objective of request fulfillment?

- A. To provide information to users about what services are available and how to request them
- B. To update the service catalogue with services that may be requested through the service desk
- C. To provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

Correct Answer: B

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### QUESTION 13

Which of the following are types of service defined in ITIL?

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

Correct Answer: C

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### QUESTION 14

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers  
B. Stakeholders  
C. Regulators  
D. Accreditors

Correct Answer: B

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### QUESTION 15

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers  
B. Stakeholders

C. Regulators

D. Accreditors

Correct Answer: B

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