



58^{Q&As}

ITIL 2011 Foundation

Pass Peoplecert 58 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/58.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Peoplecert
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Which statement about service review meetings is FALSE?

- A. Actions from service review meetings should only be assigned to the service provider
- B. Meetings should be held on a regular basis to review service achievement
- C. Issues for the upcoming period should be discussed at the meetings
- D. Progress and success of the service improvement program (SIP) should be reviewed

Correct Answer: A

QUESTION 2

What BEST defines roles and responsibilities in relation to process and activities?

- A. Human resource model
- B. Configuration baseline
- C. Service model
- D. RACI matrix

Correct Answer: D

QUESTION 3

Which is NOT a purpose of a Product Description?

- A. Define the time and cost needed to produce the product
- B. Define the quality skills required to check the product
- C. Define the function and appearance of the product
- D. Define the development skills required to produce the product

Correct Answer: B

QUESTION 4

What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
- B. An agreement between the service provider and an external organization



C. A document that describes to a customer how services will be operated on a day-to-day basis

D. A document that describes business services to operational staff

Correct Answer: A

QUESTION 5

What is used to control a process?

A. Inputs

B. Functions

C. Objectives

D. Stakeholders

Correct Answer: C

[58 VCE Dumps](#)

[58 Study Guide](#)

[58 Brindumps](#)