



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which statements about best practice is MOST correct?

- A. Customers are a source of best practice and will advise service providers how it should be implemented
- B. Internal experience is the only source of best practice because it is developed within the service provider
- C. ITIL is a source of best practice and is validated across a wide set of environments and situations
- D. Suppliers are a source of best practice and they will improve the services delivered by a service Provider

Correct Answer: C

QUESTION 2

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

Correct Answer: C

QUESTION 3

Which of the following activities are helped by recording relationships between Configuration Items (Cis)?

(1)

Assessing the impact and cause of Incidents and Problems

(2)

Assessing the impact of proposed Changes

(3)

Planning and designing a Change to an existing service

(4)

Planning a technology refresh or software upgrade

A.

1 and 2 only



B.

All of the above

C.

1, 2 and 4 only

D.

1, 3 and 4 only

Correct Answer: B

QUESTION 4

Which function or process would provide staff to monitor events in an operations bridge?

A. Technical management

B. IT operations management

C. Request fulfillment

D. Applications management

Correct Answer: B

QUESTION 5

Which of the following is the BEST definition of an Incident?

A. A warning that a threshold has been reached, something has changed, or a failure has occurred

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

C. A change of state which has significance for the management of a Configuration Item or IT Service

D. Loss of ability to operate to specification, or to deliver the required output

Correct Answer: B

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