



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

What are the processes within Service Operation?

- A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
- B. Event Management, Incident Management. Change Management and Access Management
- C. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management
- D. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

Correct Answer: A

QUESTION 2

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Services and Infrastructure
- B. Applications and Infrastructure
- C. Resources and Capabilities
- D. Utility and Warranty

Correct Answer: C

QUESTION 3

What is the BEST description of the CSI register?

- A. It is a record of all authorized changes and their planned implementation dates
- B. It is a record of proposed improvement opportunities and the benefits that will be achieved
- C. It is a record of new services to be approved by a customer, including proposed implementation dates
- D. It is a record of completed improvements and the relevant customer satisfaction metric

Correct Answer: B

QUESTION 4

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

- A. Service Design



- B. Service Strategy
- C. Service Operation
- D. Continual Service Improvement

Correct Answer: A

QUESTION 5

Which of the following are responsibilities of a Service Level Manager?

(1)

Agreeing targets in Service Level Agreements

(2)

Designing the service so it can meet the targets

(3)

Ensuring all needed contracts and agreements are in place

A.

1 and 3 only

B.

All of the above

C.

2 and 3 only

D.

1 and 2 only

Correct Answer: B

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