



# 58<sup>Q&As</sup>

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 of the following are within the scope of service asset and configuration management?

1.  
Identification of configuration items (CIs)
  2.  
Recording relationships between CIs
  3.  
Recording and control of virtual CIs
  4.  
Approving finance for the purchase of software to support service asset and configuration management
- A. 1, 2 and 3 only  
B. All of the above  
C. 1, 2 and 4 only  
D. 3 and 4 only

Correct Answer: A

---

### QUESTION 2

Which is the correct explanation of the 'R' role in a RACI matrix?

- A. This role ensures that activities are executed correctly  
B. This role has ownership of the end result  
C. This role is involved in providing knowledge and input  
D. This role ensures the flow of information to stakeholders

Correct Answer: B

---

### QUESTION 3

Which process is responsible for managing all service requests from users?

- A. Change fulfillment  
B. Incident management



- C. Request fulfillment
- D. Event management

Correct Answer: C

---

#### QUESTION 4

What is the BEST definition of an internal service?

- A. It is a supporting service delivered between functions of the IT service provider
- B. It is any customer-facing service delivered by an outsourced provider
- C. It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes
- D. It is a service delivered between departments or business units in the same organization

Correct Answer: D

---

#### QUESTION 5

The configuration management system is part of which system?

- A. The availability management information system
- B. The capacity management information system
- C. The information security management system
- D. The service knowledge management system

Correct Answer: D

[58 PDF Dumps](#)

[58 Study Guide](#)

[58 Brindumps](#)