



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

Correct Answer: A

QUESTION 2

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

Correct Answer: D

QUESTION 3

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

QUESTION 4

With which process is problem management likely to share categorization and impact coding systems?

- A. Incident management
- B. Service asset and configuration management



C. Capacity management

D. IT service continuity management

Correct Answer: A

QUESTION 5

What BEST describes the value of service transition to the business?

A. It supports the creation of a catalogue of services

B. It leads to gradual and continual improvement in service quality

C. It provides quick and effective access to standard services

D. It results in higher volumes of successful change

Correct Answer: B

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