



BH0-012^{Q&As}

The Foundation® ITIL (2012 Onwards)

Pass ISEB BH0-012 Exam with 100% Guarantee

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

<https://www.geekcert.com/bh0-012.html>

100% Passing Guarantee
100% Money Back Assurance

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

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





QUESTION 1

Which areas of service management can benefit from automation?

1.
Design and modelling
2.
Reporting
3.
Pattern recognition and analysis
4.
Detection and monitoring

- A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. All of the above

Correct Answer: D

QUESTION 2

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
B. Stakeholders
C. Regulators
D. Accreditors

Correct Answer: B

QUESTION 3

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements



- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

Correct Answer: D

QUESTION 4

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Correct Answer: B

QUESTION 5

Which of the following types of service should be included in the scope of service portfolio management?

1.
Those planned to be delivered
 2.
Those being delivered
 3.
Those that have been withdrawn from service
- A. 1 and 3 only
 - B. All of the above
 - C. 1 and 2 only
 - D. 2 and 3 only

Correct Answer: B