



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 process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

Correct Answer: B

QUESTION 2

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

QUESTION 3

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Correct Answer: B

QUESTION 4

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management



B. Service asset and configuration management

C. Change management

D. Information security management

Correct Answer: D

QUESTION 5

Which of the following options is a hierarchy that is used in knowledge management?

A. Wisdom - Information - Data - Knowledge

B. Data - Information - Knowledge - Wisdom

C. Knowledge - Wisdom - Information - Data

D. Information - Data - Knowledge - Wisdom

Correct Answer: B

[Latest BH0-012 Dumps](#)

[BH0-012 Study Guide](#)

[BH0-012 Exam Questions](#)