



EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

QUESTION 2

Which Function would provide staff to monitor events in a Network Operations Centre?

- A. IT Operations Management
- B. Applications Management
- C. Service Desk
- D. Technical Management

Correct Answer: A

QUESTION 3

What is the primary focus of the business management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

QUESTION 4

What is the entry point or the first level of the V model?

- A. Service Solution



B. Customer / Business Needs

C. Service Release

D. Service Requirements

Correct Answer: B

QUESTION 5

What is the entry point or the first level of the V model?

A. Customer / Business Needs

B. Service Release

C. Service Requirements

D. Service Solution

Correct Answer: A

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