



EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

- A. People, Process, Partners, Suppliers
- B. People, Process, Products, Technology
- C. People, Process, Products, Partners
- D. People, Products, Technology, Partners

Correct Answer: C

QUESTION 2

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Service Desk Manager
- B. The Service Manager
- C. The Request Fulfillment Process Manager
- D. The Request Fulfillment Process Owner

Correct Answer: D

QUESTION 3

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

Correct Answer: B

QUESTION 4

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfilment, and access management



- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

Correct Answer: A

QUESTION 5

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

Correct Answer: B

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