



EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1.

Providing an understanding of what strategy is

2.

Ensuring a working relationship between the customer and service provider

3.

Defining how value is created

A. 1 only

B. 2 only

C. 3 only

D. All of the above

Correct Answer: D

QUESTION 2

Where should the definitive authorized versions of all media Configuration Items (CIs) be stored and protected?

A. Definitive Media Library

B. Definitive Software Store

C. Service Knowledge Management System

D. Software Secure Library

Correct Answer: A

QUESTION 3

Which of the following activities is NOT a part of the Deming Cycle?

A. Act

B. Plan

C. Do

D. Co-ordinate



Correct Answer: D

QUESTION 4

Which statement about the service portfolio is TRUE?

- A. The service portfolio includes all services except those managed by third parties
- B. It is an integral part of the service catalogue
- C. It allows the organization unlimited resources when planning for new service deployments
- D. It represents all resources presently engaged or being released in various stages of the service lifecycle

Correct Answer: D

QUESTION 5

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

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