EX0-001[Q&As]

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

A. Service Level Management

B. Change Management

C. Incident Management

D. Service Asset and Configuration Management

Correct Answer: D

QUESTION 2

Identity and Rights are two major concepts involved in which one of the following processes?

A. Access Management

B. Facilities Management

C. Event Management

D. Demand Management

Correct Answer: A

QUESTION 3

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

A. Strategic customers

B. External customers

C. Valued customers

D. Internal customers

Correct Answer: B

QUESTION 4

What are the categories of event described in the ITIL service operation book?

A. Informational, scheduled, normal

B. Scheduled, unscheduled, emergency

C. Informational, warning, exception

D. Warning, reactive, proactive

Correct Answer: C

QUESTION 5

Which one of the following is NOT an objective of problem management?

A. Minimizing the impact of incidents that cannot be prevented

B. Preventing problems and resulting incidents from happening

C. Eliminating recurring incidents

D. Restoring normal service operation as quickly as possible

Correct Answer: D

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