



EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

Pass EXIN EX0-117 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/ex0-117.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

Which of the following would commonly be found in a contract underpinning an IT service?

1.
Financial arrangements related to the contract
 2.
Description of the goods or service provided
 3.
Responsibilities and dependencies for both parties
- A. 1 and 2 only
B. 1 and 3 only
C. 2 and 3 only
D. All of the above

Correct Answer: D

QUESTION 2

Which one of the following would NOT involve event management?

- A. Intrusion detection
B. Recording and monitoring environmental conditions in the data centre
C. Recording service desk staff absence
D. Monitoring the status of configuration items

Correct Answer: C

QUESTION 3

Which types of communication would the functions within service operation use?

1.
Communication between data centre shifts
2.
Communication related to changes



3.

Performance reporting

4.

Routine operational communication

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 4

Which statement BEST represents the guidance on incident logging?

A. Incidents must only be logged if a resolution is not immediately available

B. Only incidents reported to the service desk can be logged

C. All incidents must be fully logged

D. The service desk decide which incidents to log

Correct Answer: C

QUESTION 5

Which of the following BEST describes a problem?

A. An issue reported by a user

B. The cause of two or more incidents

C. A serious incident which has a critical impact to the business

D. The cause of one or more incidents

Correct Answer: D

[Latest EX0-117 Dumps](#)

[EX0-117 PDF Dumps](#)

[EX0-117 Practice Test](#)