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

In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated

B. Measures for optimization are identified

C. Service value is modeled

D. Service value is visible to customers

Correct Answer: D

QUESTION 2

Which of the following is MOST concerned with the design of new or changed services?

A. Change management

B. Service transition

C. Service strategy

D. Service design

Correct Answer: D

QUESTION 3

A Service design package (SDP) would normally be produced for which of the following?

1.

 A new IT service

2.

 A major change to an IT service

3.

 An emergency change to an IT service

4.

 An IT service retirement

A. 2, 3 and 4 only

B. 1, 2 and 4 only

C. None of the above

D. All of the above

Correct Answer: B

QUESTION 4

Which one of the following does service metrics measure?

A. Functions

B. Maturity and cost

C. The end-to-end service

D. Infrastructure availability

Correct Answer: C

QUESTION 5

Which one of the following is the purpose of service level management?

A. To carry out the service operations activities needed to support current IT services

B. To ensure that sufficient capacity is provided to deliver the agreed performance of services

C. To create and populate a service catalogue

D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

[EX0-117 VCE Dumps](#)   [EX0-117 Practice Test](#)   [EX0-117 Braindumps](#)