EX0-117 Q&As

ITIL Foundation (syllabus 2011)

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QUESTION 1

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

A. Service strategy

B. Service transition

C. Service operation

D. Continual service improvement

Correct Answer: C

QUESTION 2

Which one of the following can help determine the level of impact of a problem?

A. Definitive media library (DML)

B. Configuration management system (CMS)

C. Statement of requirements (SOR)

D. Standard operating procedures (SOP)

Correct Answer: B

QUESTION 3

Which process would maintain policies, standards and models for service transition activities and processes?

A. Change management

B. Capacity management

C. Service transition planning and support

D. Release management

Correct Answer: C

QUESTION 4

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

1.

Monitoring system availability

2.

Designing availability into a proposed solution

A. None of the above

B. Both of the above

C. 1 only

D. 2 only

Correct Answer: D

QUESTION 5

Availability management is directly responsible for the availability of which of the following?

A. IT services and components

B. IT services and business processes

C. Components and business processes

D. IT services, components and business processes

Correct Answer: A

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