



EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

What are customers of IT services who work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Correct Answer: D

QUESTION 2

Which of the following are managed by facilities management?

- 1.
Hardware within a data centre or computer room
- 2.
Applications
- 3.
Power and cooling equipment
- 4.
Recovery sites

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 3 and 4 only
- D. 1 and 3 only

Correct Answer: C

QUESTION 3

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services



C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced

D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

QUESTION 4

What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome

B. Incident

C. Change

D. Problem

Correct Answer: A

QUESTION 5

Which one of the following are the two primary elements that create value for customers?

A. Value on investment (VOI) and return on investment (ROI)

B. Customer and user satisfaction

C. Service requirements and warranty

D. Resources and capabilities

Correct Answer: D

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