



# EX0-117<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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### QUESTION 1

Which of the following BEST describes partners\\' in the phrase people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

Correct Answer: A

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### QUESTION 2

Which of the following provide value to the business from service strategy?

1.  
Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2.  
Enabling the service provider to respond quickly and effectively to changes in the business environment
3.  
Support the creation of a portfolio of quantified services

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

Correct Answer: A

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### QUESTION 3

The definitive media library is the responsibility of:

- A. Facilities management
- B. Access management
- C. Request fulfillment



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D. Service asset and configuration management

Correct Answer: D

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#### QUESTION 4

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

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#### QUESTION 5

Which of the following is service transition planning and support NOT responsible for?

- A. Prioritizing conflicts for service transition resources
- B. Coordinating the efforts required to manage multiple simultaneous transitions
- C. Maintaining policies, standards and models for service transition activities and processes
- D. Detailed planning of the build and test of individual changes

Correct Answer: D

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