



EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

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

Correct Answer: B

QUESTION 2

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 3

Which one of the following is the BEST description of a major incident?

- A. An incident which is so complex that it requires root cause analysis before a workaround can be found
- B. An incident which requires a large number of people to resolve
- C. An incident logged by a senior manager
- D. An incident which has a high priority or a high impact on the business

Correct Answer: D

QUESTION 4

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so



- B. No: the Known Error should be created before the problem is logged
- C. No: a known error record is created when the original incident is raised
- D. No: a known error record should be created with the next release of the service

Correct Answer: A

QUESTION 5

Which one of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To ensure that service changes create the expected business value
- C. To minimize the impact of service outages on day-to-day business activities
- D. To plan and manage entries in the service catalogue

Correct Answer: B

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