



EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

Correct Answer: B

QUESTION 2

Which process has the following objective, "\\Produce service design packages (SDPs) based on service charters and change requests\\"?

- A. Service transition planning and support
- B. Design coordination
- C. Service level management
- D. Change management

Correct Answer: B

QUESTION 3

What are the categories of event described in the ITIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

Correct Answer: C

QUESTION 4

In which of the following areas would ITIL complementary guidance provide assistance?

- 1.



Adapting best practice for specific industry sectors

2.

Integrating ITIL with other operating models

- A. Both of the above
- B. Neither of the above
- C. Option 1 only
- D. Option 2 only

Correct Answer: A

QUESTION 5

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

Correct Answer: D

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