ITIL-F^Q&As

ITIL Foundation

Pass EXIN ITIL-F Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.geekcert.com/itil-f.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN Official Exam Center

🗘 **Instant Download** After Purchase

🗘 **100% Money Back** Guarantee

🗘 **365 Days** Free Update

🗘 **800,000+** Satisfied Customers

QUESTION 1

What BEST defines roles and responsibilities in relation to process and activities?

A. Human resource model

B. Configuration baseline

C. Service model

D. RACI matrix

Correct Answer: D

QUESTION 2

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

A. Data

B. Information

C. Knowledge

D. Governance

Correct Answer: C

QUESTION 3

Which of the following identify the purpose of business relationship management?

1.

 To establish and maintain a business relationship between service provider and customer

2.

 To identify customer needs and ensure that the service provider is able to meet

A. Both of the above

B. 1 only

C. 2 only

D. Neither of the above

Correct Answer: A

QUESTION 4

What are sources of best practice?

A. Customers, suppliers, advisors

B. Industry practices, academic research, training and education

C. Substitutes, regulators, customers

D. Competition, compliance, commitments

Correct Answer: B

QUESTION 5

Who is responsible for defining metrics for change management?

A. The change management process owner

B. The change advisory board (CAB)

C. The service owner

D. The continual service improvement manager

Correct Answer: A

Latest ITIL-F Dumps   ITIL-F VCE Dumps   ITIL-F Braindumps