



# ITIL-F<sup>Q&As</sup>

ITIL Foundation

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#### QUESTION 1

Which is the BEST definition of a supplier?

- A. It is a third party responsible for supplying goods or services that are required to deliver IT services
- B. It is a shared services unit that is responsible for supplying goods or services that are required to deliver IT services
- C. It is a third party with responsibility for supplying goods or services that is agreed through an operational level agreement
- D. It is a mixture of internal and external parties that are responsible for providing goods and services to its customer group

Correct Answer: D

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#### QUESTION 2

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

Correct Answer: A

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#### QUESTION 3

Which statements about best practice is MOST correct?

- A. Customers are a source of best practice and will advise service providers how it should be implemented
- B. Internal experience is the only source of best practice because it is developed within the service provider
- C. ITIL is a source of best practice and is validated across a wide set of environments and situations
- D. Suppliers are a source of best practice and they will improve the services delivered by a service Provider

Correct Answer: C

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#### QUESTION 4

Which one of the following does service metrics measure?

- A. Functions



- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

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#### QUESTION 5

Which one of the following is a correct definition of a supplier category?

- A. Strategic - for suppliers of operational products or services
- B. Tactical - for relationships involving significant commercial activity and business interaction
- C. Operational ?for suppliers providing low value and/or readily available products and services
- D. Commodity ?for significant partnering relationships that involve senior managers

Correct Answer: C

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