



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

ITIL Foundation

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#### QUESTION 1

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

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#### QUESTION 2

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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#### QUESTION 3

What is used to control a process?

- A. Inputs
- B. Functions
- C. Objectives
- D. Stakeholders

Correct Answer: C

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#### QUESTION 4

Which of the following are valid parts of the service portfolio?

- 1.



Service pipeline

2.

Service knowledge management system (SKMS)

3.

Service catalogue

A. 1 and 2 only

B. 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: C

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#### QUESTION 5

Which of the following are classed as stakeholders in service management?

1.

Customers

2.

Users

3.

Suppliers

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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