



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

ITIL Foundation

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### QUESTION 1

Which of the following should be documented in an incident model?

1.  
Details of the service level agreement (SLA) pertaining to the incident
  2.  
Chronological order of steps to resolve the incident
- A. 1 only  
B. 2 only  
C. Both of the above  
D. Neither of the above

Correct Answer: B

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### QUESTION 2

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management  
B. Financial management  
C. Demand management  
D. Risk management

Correct Answer: B

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### QUESTION 3

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change  
B. Planning the steps required to be taken if a change is unsuccessful  
C. Planning how to compensate a user for a failed change  
D. Planning how to advise the change requestor of a failed change

Correct Answer: B

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#### QUESTION 4

Which BEST describes a situation in which the emergency change advisory board (ECAB) is used?

- A. Following a full change advisory board (CAB) to resolve any outstanding agenda items.
- B. During peak or holiday periods when emergencies are more likely to occur.
- C. In an emergency when it is not possible to convene a full CAB.
- D. Outside the normal working hours of the business unit.

Correct Answer: C

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#### QUESTION 5

Which of the following is NOT a service desk type recognized in the service operation volume of ITIL / guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

Correct Answer: C

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