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Exam ITIL-F

ITIL Foundation

Verson: Demo

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Topic 1, Service Management as a practice

Question No : 1 - (Topic 1)

Which reason describes why ITIL is so successful?

A. The five ITIL volumes are concise
B. It is not tied to any particular vendor platform
C. It tells service providers exactly how to be successful
D. It is designed to be used to manage projects

Answer: B

Topic 3, Generic concepts and definitions

Question No : 2 - (Topic 3)

Which of the following statements about service asset and configuration management is/are CORRECT?

1. A configuration item (CI) can exist as part of any number of other CIs at the same time

2. Choosing which CIs to record will depend on the level of control an organization wishes to exert

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

Answer: C

Topic 4, Key Principles and Models

Question No : 3 - (Topic 4)

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps".

What are these four Ps?

A. People, process, partners, performance
B. Performance, process, products, problems
C. People, process, products, partners
D. People, products, perspective, partners

Answer: C

Topic 5, Major Processes

Question No : 4 - (Topic 5)

In which document would you expect to see an overview of actual service achievements against targets?

A. Operational level agreement (OLA)
B. Capacity plan
C. Service level agreement (SLA)
D. SLA monitoring chart (SLAM)

Answer: D

Question No : 5 - (Topic 5)

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

Answer: A

Question No : 6 - (Topic 5)

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

A. Availability management
B. Capacity management
C. Design coordination
D. Release management

Answer: C

Topic 6, Minor Processes

Question No : 7 - (Topic 6)

Which of the following types of service should be included in the scope of service portfolio management?

1. Those planned to be delivered

2. Those being delivered

3. Those that have been withdrawn from service

A. 1 and 3 only
B. All of the above
C. 1 and 2 only
D. 2 and 3 only

Answer: B

Topic 7, Functions

Question No : 8 - (Topic 7)

Which function or process would provide staff to monitor events in an operations bridge?

A. Technical management

B. IT operations management
C. Request fulfilment
D. Applications management

Answer: B

Topic 10, New Questions

Question No : 9 - (Topic 10)

Which role is responsible for sponsoring, designing and change managing a process and its metrics?

A. The process practitioner
B. The process owner
C. The service owner
D. The process manager

Answer: B

Question No : 10 - (Topic 10)

What BEST defines IT service management?

A. An organization supplying services to only external customers.
B. The customer of an IT Service provider who defines and agrees the service targets.
C. The implementation and management of quality IT services that meet business needs.
D. The resources that are utilized to provide value to customers through services.

Answer: C