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ITIL Foundation (syllabus 2011)

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QUESTION 1

Which one of the following is concerned with policy and direction?

A. Capacity management

B. Governance

C. Service design

D. Service level management

Correct Answer: B

QUESTION 2

What is the Service Pipeline?

A. All services that are at a conceptual or development stage

B. All services except those that have been retired

C. All services that are contained within the Service Level Agreement (SLA)

D. All complex multi-user services

Correct Answer: A

QUESTION 3

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase \\'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision\\'?

A. Where are we now?

B. Where do we want to be?

C. How do we get there?

D. Did we get there?

Correct Answer: B

QUESTION 4

In which of the following situations should a Problem Record be created?

A. An event indicates that a redundant network segment has failed but it has not impacted any users

B. An Incident is passed to second-level support

C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents

D. Incident Management has found a workaround but needs some assistance in implementing it

Correct Answer: C

QUESTION 5

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

A. A change

B. A change model

C. A change request

D. A change advisory board

Correct Answer: A

QUESTION 6

Which types of communication would the functions within service operation use?

1.

 Communication between data centre shifts

2.

 Communication related to changes

3.

 Performance reporting

4.

 Routine operational communication

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 7

Which of the following is the BEST definition of an Incident?

A. Loss of ability to operate to specification, or to deliver the required output

B. A change of state which has significance for the management of a Configuration Item or IT Service

C. A warning that a threshold has been reached, something has changed, or a failure has occurred

D. An unplanned interruption to an IT service or reduction in the quality of an IT service

Correct Answer: D

QUESTION 8

In which of the following areas would ITIL complementary guidance provide assistance?

1.

 Adapting best practice for specific industry sectors

2.

 Integrating ITIL with other operating models

A. Both of the above

B. Neither of the above

C. Option 1 only

D. Option 2 only

Correct Answer: A

QUESTION 9

What should a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Correct Answer: C

QUESTION 10

Which of the following is the BEST reason for categorizing incidents?

A. To establish trends for use in problem management and other IT service management (ITSM) activities

B. To ensure service levels are met and breaches of agreements are avoided

C. To enable the incident management database to be partitioned for greater efficiency

D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

QUESTION 11

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

A. Excessive focus on quality

B. Excessively reactive

C. Excessively proactive

D. Excessive focus on cost

Correct Answer: D

QUESTION 12

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

A. Service Transition

B. Risk Management

C. IT Service Continuity Management

D. Availability Management

Correct Answer: A

QUESTION 13

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

A. Availability management

B. Capacity management

C. Business relationship management

D. Service catalogue management

Correct Answer: C

QUESTION 14

Identify the input to the Problem Management process.

A. Request for Change

B. Problem Resolution

C. Incident Records

D. New Known Errors

Correct Answer: C

QUESTION 15

Which of these recommendations is good practice for Service Level Management?

1) Include legal terminology in Service Level Agreements (SLAs)

2) It is NOT necessary to be able to measure all the targets in an SLA

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: D

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