



# 58<sup>Q&As</sup>

ITIL 2011 Foundation

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#### QUESTION 1

Which service transition process provides guidance about converting data into information?

- A. Change evaluation
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

Correct Answer: B

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#### QUESTION 2

Which is used to assess business demand for services?

- A. Premium business assets
- B. Patterns of business activity
- C. Provider business assets
- D. Predicted business architecture

Correct Answer: B

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#### QUESTION 3

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

Correct Answer: B

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#### QUESTION 4

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 5

What is the primary focus of the business management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

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