



EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following BEST describes technical management?

- A. A function responsibilities for facilities management and building control systems
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsibilities for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT infrastructure

Correct Answer: D

QUESTION 2

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

Correct Answer: B

QUESTION 3

Which of the following are types of service defined in ITIL?

- 1.
Enabling
- 2.
Core
- 3.
Enhancing
- 4.
Computer

A. 1, 3 and 4 only



B. 2, 3 and 4 only

C. 1, 2 and 4 only

D. 1, 2 and 3 only

Correct Answer: D

QUESTION 4

Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not

B. Resources and capabilities are both types of service asset

C. Capabilities are types of service asset and resources are not

D. Neither capabilities nor resources are types of service asset

Correct Answer: B

QUESTION 5

Which process lists "Understanding patterns of business activity" as a major role?

A. Demand Management

B. Supplier Management

C. Service Desk

D. Request Fulfillment

Correct Answer: A

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