EX0-001$^{Q\&As}$

ITIL Foundation (syllabus 2011)

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QUESTION 1

A consultant has made two recommendations to you in a report:

1.

 To include legal terminology in your Service Level Agreements (SLAs)

2.

 It is not necessary to be able to measure all the targets in an SLA

Which of the recommendations conform to Service Level Management good practice?

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: D

QUESTION 2

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfillment, and access management

B. Event management, incident management, change management, and access management

C. Incident management, problem management, service desk, request fulfillment, and event management

D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

QUESTION 3

Who is responsible for defining metrics for change management?

A. The change management process owner

B. The change advisory board (CAB)

C. The service owner

D. The continual service improvement manager

Correct Answer: A

QUESTION 4

Access management is closely related to which other process?

A. Capacity management only

B. 3rd line support

C. Information security management

D. Change management

Correct Answer: C

QUESTION 5

Which of the following activities are performed by a service desk?

1.

Logging details of incidents and service requests

2.

Providing first-line investigation and diagnosis

3.

Restoring service

4.

Implementing all standard changes

A. All of the above

B. 1, 2 and 3 only

C. 2 and 4 only

D. 3 and 4 only

Correct Answer: B

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