EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following is NOT a benefit of using public frameworks and standards?

A. Knowledge of public frameworks is more likely to be widely distributed

B. They are always free ensuring they can be implemented quickly

C. They are validated across a wide range of environments making them more robust

D. They make collaboration between organizations easier by giving a common language

Correct Answer: B

QUESTION 2

Which of the following are goals of Service Operation?

1.

 To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business

2.

 The successful release of services into the live environment

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: A

QUESTION 3

Which of the following are Service Desk organizational structures?

1.

 Local Service Desk

2.

 Virtual Service Desk

3.

IT Help Desk

4.

 Follow the Sun

A. 2, 3 and 4 only

B. 1, 2 and 4 only

C. 1, 2 and 3 only

D. 1, 3 and 4 only

Correct Answer: B

QUESTION 4

Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management

B. Change and release and deployment management

C. Incident and event management

D. Knowledge and service level 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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