



EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

QUESTION 2

Which of the following BEST describes partners in the phrase people, processes, products and partners?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

Correct Answer: A

QUESTION 3

Which of the following service desk organizational structures are described in service operation?

- 1.
Local service desk
- 2.
Virtual service desk
- 3.
IT help desk
- 4.
Follow the sun

- A. 1, 2 and 4 only
- B. 2, 3 and 4 only



C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

QUESTION 4

Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services

B. It is mandatory that all changes are subject to design coordination activity

C. Only changes to business critical systems

D. Any change that the organization believes could benefit

Correct Answer: D

QUESTION 5

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

A. Service strategy

B. Service transition

C. Service operation

D. Continual service improvement

Correct Answer: C

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