



EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following CANNOT be provided by a tool?

- A. Knowledge
- B. Information
- C. Wisdom
- D. Data

Correct Answer: C

QUESTION 2

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

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 role is responsible for carrying out the activities of a process?

A. Process owner

B. Change manager

C. Service manager

D. Process practitioner

Correct Answer: D

QUESTION 5

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase '\\Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision\\'?

A. Where are we now?

B. Where do we want to be?

C. How do we get there?

D. Did we get there?

Correct Answer: B

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