



# EX0-117<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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### QUESTION 1

Which of the following are classed as stakeholders in service management?

1.

Customers

2.

Users

3.

Suppliers

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

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### QUESTION 2

Which one of the following would NOT involve event management?

A. Intrusion detection

B. Recording and monitoring environmental conditions in the data centre

C. Recording service desk staff absence

D. Monitoring the status of configuration items

Correct Answer: C

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### QUESTION 3

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

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#### QUESTION 4

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

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#### QUESTION 5

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

Correct Answer: A

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