



# ITIL-F<sup>Q&As</sup>

ITIL Foundation

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#### QUESTION 1

Which of the following is NOT a source of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

Correct Answer: B

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#### QUESTION 2

Remediation planning is a key part of which process?

- A. Capacity management
- B. Change management
- C. Financial management for IT services
- D. Availability management

Correct Answer: B

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#### QUESTION 3

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 fulfilment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

Correct Answer: A

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#### QUESTION 4

What BEST defines roles and responsibilities in relation to process and activities?

- A. Human resource model



B. Configuration baseline

C. Service model

D. RACI matrix

Correct Answer: D

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#### QUESTION 5

Which process would you MOST expect to be involved in the management of underpinning contracts?

A. Change management

B. Service catalogue management

C. Supplier management

D. Release and deployment management

Correct Answer: C

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