



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

ITIL Foundation

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### QUESTION 1

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

Correct Answer: C

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### QUESTION 2

Which of the following BEST describes a service level agreement (SLA)?

- A. A written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties
- B. A partnership developed between the IT service provider and the customer, so that a mutually beneficial agreement is reached
- C. The key service targets and responsibilities of both parties that are used to hold each party accountable when disputes arise
- D. An agreement between an IT service provider and another part of the same organization that assists with the provision of services

Correct Answer: A

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### QUESTION 3

Which is an objective of access management?

- A. To efficiently respond to requests for granting access to services.
- B. To detect changes of state that have significance for management of an IT service.
- C. To assist with general information, complains or comments.
- D. To minimize the impact of incidents that cannot be prevented.

Correct Answer: A

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### QUESTION 4

The 'multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?



- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

Correct Answer: D

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#### QUESTION 5

Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment?

- A. Service portfolio management
- B. Service level management
- C. Service catalogue management
- D. Service capacity management

Correct Answer: C

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