ITIL-F^{Q&As}

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QUESTION 1

. Which is an outcome of service design?

A. User training and awareness for the service is maximized

B. Services and operational quality are enhanced

C. Standard Services are provided quickly and efficiently across the business

D. Expectations setting of all stakeholders for the services improved

Correct Answer: B

QUESTION 2

What BEST describes an important principle of communication in service operation?

A. It is efficient, effective and economical for all IT services.

B. It has an intended purpose or a resultant action.

C. It focuses on creating a relationship between processes and products.

D. It has responsibility for creating policies.

Correct Answer: A

QUESTION 3

Which of the following would commonly be found in a contract underpinning an IT service?

1.

 Financial arrangements related to the contract

2.

 Description of the goods or service provided

3.

 Responsibilities and dependencies for both parties

A. 1 and 2 only

B. 1 and 3 only

C. 2 and 3 only

D. All of the above

Correct Answer: D

QUESTION 4

How is a service delivered between departments of same organization classified?

A. Internal Service

B. External Service

C. Mission Critical service

D. Organizational service.

Correct Answer: A

QUESTION 5

Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

A. Service transition

B. Service level management

C. Service operation.

D. Service Design.

Correct Answer: A

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