



58^{Q&As}

ITIL 2011 Foundation

Pass Peoplecert 58 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/58.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Peoplecert
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

Correct Answer: A

QUESTION 2

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

QUESTION 3

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It optimizes financial exposure
- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It ensures that service requests follow the normal change management process

Correct Answer: C

QUESTION 4

What is the primary focus of the business management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT



technology

- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

QUESTION 5

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Correct Answer: C

QUESTION 6

Which of the following CANNOT be provided by a tool?

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

Correct Answer: C

QUESTION 7

Where are the details of core and enhancing service provided?

- A. The definitive media library.
- B. The configuration management system.
- C. The service portfolio.
- D. The service catalogue.

Correct Answer: D



QUESTION 8

Which of the following are types of service defined in ITIL?

1.

Core

2.

Enabling

3.

Special

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

QUESTION 9

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

QUESTION 10

Which of the following is NOT a purpose of Service Transition?

A. To ensure that a service can be managed, operated and supported

B. To provide training and certification in project management

C. To provide quality knowledge of Change, Release and Deployment Management



D. To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B

QUESTION 11

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

QUESTION 12

Which stage of the service lifecycle identifies, defines and aligns the IT solution with the business requirements?

- A. Service transition
- B. Service design
- C. Service operation
- D. Service configuration

Correct Answer: B

QUESTION 13

Which of the following are included within Release and Deployment Models?

- (1)
Roles and responsibilities
 - (2)
Template release and deployment
 - (3)
Supporting systems, tools and procedures.
 - (4)
Handover activities and responsibilities
-



- A.
1, 2 and 3 only.
- B.
2, 3 and 4 only.
- C.
All of the above
- D.
1 and 4 only.

Correct Answer: C

QUESTION 14

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Correct Answer: B

QUESTION 15

Which statement about Business Cases is TRUE?

- A. Business cases should focus on both the financial and non-financial impacts of the proposed project or service
- B. Business cases should only focus on the financial impacts of the proposed project to secure support and funding
- C. Business cases should only focus on the non-financial business impacts of the proposed project to secure proper high-level management support
- D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

Correct Answer: A



VCE & PDF

Pass4itSure.com

<https://www.pass4itsure.com/58.html>

2024 Latest pass4itsure 58 PDF and VCE dumps Download

[Latest 58 Dumps](#)

[58 VCE Dumps](#)

[58 Practice Test](#)