



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

ITIL Foundation (syllabus 2011)

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### QUESTION 1

Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"?

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

Correct Answer: B

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### QUESTION 2

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

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### QUESTION 3

What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome
- B. Incident
- C. Change
- D. Problem

Correct Answer: A

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### QUESTION 4

Which one of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services



- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

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#### QUESTION 5

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

Correct Answer: C

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#### QUESTION 6

Which of the following are the MAIN objectives of incident management?

1.  
To automatically detect service-affecting events
2.  
To restore normal service operation as quickly as possible
3.  
To minimize adverse impacts on business operations

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

Correct Answer: B

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#### QUESTION 7



Which role is accountable for the operational management of a process?

- A. Process practitioner
- B. Process manager
- C. Service manager
- D. Change manager

Correct Answer: B

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#### QUESTION 8

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

Correct Answer: B

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#### QUESTION 9

Which one of the following is NOT a characteristic of a process?

- A. It is measurable
- B. It delivers specific results
- C. It responds to specific events
- D. It structure an organization

Correct Answer: D

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#### QUESTION 10

Which of the following is MOST concerned with the design of new or changed services?

- A. Change management
- B. Service transition
- C. Service strategy
- D. Service design



Correct Answer: D

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### QUESTION 11

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 12

Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages

B. Producing quality, secure and resilient designs for new or improved services

C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced

D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

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### QUESTION 13

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 fulfillment, and access management

B. Event management, incident management, change management, and access management



C. Incident management, problem management, service desk, request fulfillment, and event management

D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

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#### QUESTION 14

Which one of the following activities does application management perform?

A. Defining where the vendor of an application should be located

B. Ensuring that the required functionality is available to achieve the required business outcome

C. Deciding who the vendor of the storage devices will be

D. Agreeing the service levels for the service supported by the application

Correct Answer: B

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#### QUESTION 15

Which areas of service management can benefit from automation?

1.

Design and modeling

2.

Reporting

3.

Pattern recognition and analysis

4.

Detection and monitoring

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

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