



# ISEB-ITILF<sup>Q&As</sup>

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#### QUESTION 1

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

Correct Answer: A

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#### QUESTION 2

Which is used to assess business demand for services?

- A. Premium business assets
- B. Patterns of business activity
- C. Provider business assets
- D. Predicted business architecture

Correct Answer: B

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#### QUESTION 3

The definitive media library is the responsibility of:

- A. Facilities management
- B. Access management
- C. Request fulfillment
- D. Service asset and configuration management

Correct Answer: D

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#### QUESTION 4

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations designed to perform certain types of work
- B. We must be able to measure them in a relevant manner



- C. They deliver specific results
- D. They respond to specific events

Correct Answer: A

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#### QUESTION 5

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. The change manager

Correct Answer: C

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#### QUESTION 6

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Correct Answer: C

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#### QUESTION 7

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

Correct Answer: A

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### QUESTION 8

Access Management is closely related to which other processes?

- A. Availability Management only
- B. Information Security Management and 3rd line support
- C. Information Security Management and Availability Management
- D. Information Security Management only

Correct Answer: C

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### QUESTION 9

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

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### QUESTION 10

Which two elements of financial management for IT services are mandatory?

- A. Budgeting and charging
- B. Accounting and charging
- C. Budgeting and accounting
- D. Costing and charging

Correct Answer: C

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### QUESTION 11

Which of the following areas would technology help to support during the service lifecycle?

1.

Data mining and workflow



2.

Measurement and reporting

3.

Release and deployment

4.

Process design

A. 2, 3 and 4 only

B. 1, 3 and 4 only

C. 1, 2 and 3 only

D. All of the above

Correct Answer: D

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#### QUESTION 12

Which of the following types of service should be included in the scope of service portfolio management?

1.

Those planned to be delivered

2.

Those being delivered

3.

Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: B

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#### QUESTION 13

What must a service level agreement (SLA) define?

A. Legally binding contractual responsibilities or both parties



- B. Legally binding contractual responsibilities of just the IT service provider
- C. Key service targets and responsibilities of both the IT service provider and customer
- D. Key service targets and responsibilities of just the IT service provider

Correct Answer: D

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#### QUESTION 14

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

- A. Excessive focus on quality
- B. Excessively reactive
- C. Excessively proactive
- D. Excessive focus on cost

Correct Answer: D

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#### QUESTION 15

What is the entry point or the first level of the V model?

- A. Service Solution
- B. Customer / Business Needs
- C. Service Release
- D. Service Requirements

Correct Answer: B

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