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QUESTION 1

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Operation
- B. Capacity Management
- C. Service Design
- D. Availability Management

Correct Answer: A

QUESTION 2

Which of the following CANNOT be stored and managed by a tool?

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

Correct Answer: D

QUESTION 3

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Correct Answer: C

QUESTION 4

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1.



Progress

2.

Effectiveness

3.

Efficiency

4.

?

A. Cost

B. Conformance

C. Compliance

D. Capacity

Correct Answer: C

QUESTION 5

Which of the following statements is CORRECT?

A. IT Service Continuity Management can only take place once Business Continuity Management has been established

B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management

C. Business Continuity Management and IT Service Continuity Management must be established at the same time

D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Correct Answer: B

QUESTION 6

What are customers of IT services who work in the same organization as the service provider known as?

A. Strategic customers

B. External customers

C. Valued customers

D. Internal customers

Correct Answer: D

**QUESTION 7**

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on responsiveness
- C. Vendor focused
- D. Extreme internal focus

Correct Answer: D

QUESTION 8

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the service knowledge management system
- D. The configuration management system is part of the configuration management database

Correct Answer: C

QUESTION 9

Which one of the following is the BEST definition of an event?

- A. Any change of state that has significance for the management of a configuration item (CI) or IT service
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

QUESTION 10

Which one of the following is concerned with policy and direction?

- A. Capacity management



- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 11

Which of the following are reasons why ITIL is successful?

1.
ITIL is vendor neutral
2.
It does not prescribe actions
3.
ITIL represents best practice

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

Correct Answer: A

QUESTION 12

Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

Correct Answer: B

QUESTION 13

Which process will regularly analyse incident data to identify discernible trends?



- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

Correct Answer: B

QUESTION 14

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

QUESTION 15

What is the Service Pipeline?

- A. All services that are at a conceptual or development stage
- B. All services except those that have been retired
- C. All services that are contained within the Service Level Agreement (SLA)
- D. All complex multi-user services

Correct Answer: A

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