



EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which role is accountable for a specific service within an organization?

- A. The Service Level Manager
- B. The Business Relationship Manager
- C. The Service Owner
- D. The Service Continuity Manager

Correct Answer: C

QUESTION 2

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be operated, managed and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge and information about services and service assets
- D. To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B

QUESTION 3

Which of the following could BEST be described as "A decision support and planning tool that projects the likely consequences of a business action"?

- A. A Problem model
- B. A Service Improvement Plan (SIP)
- C. A Request for Change (RFC)
- D. A Business Case

Correct Answer: D

QUESTION 4

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity



- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

Correct Answer: B

QUESTION 5

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

- 1.
Providing an understanding of what strategy is
- 2.
Ensuring a working relationship between the customer and service provider
- 3.
Defining how value is created

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

Correct Answer: D

QUESTION 6

Which of the following activities are helped by recording relationships between Configuration Items (CIs)? 1) Assessing the impact and cause of Incidents and Problems 2) Assessing the impact of proposed Changes 3) Planning and designing a Change to an existing service 4) Planning a technology refresh or software upgrade

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

Correct Answer: B

QUESTION 7



What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
- B. An agreement between the service provider and an external organization
- C. A document that describes to a customer how services will be operated on a day-to-day basis
- D. A document that describes business services to operational staff

Correct Answer: A

QUESTION 8

Which of the following is one of the primary objectives of Service Strategy?

- A. To design and build processes that will meet business needs
- B. To provide detailed specifications for the design of IT services
- C. To transform Service Management into a strategic asset
- D. To underscore the importance of services in the global economy

Correct Answer: B

QUESTION 9

Which of the following should NOT be a concern of Risk Management?

- A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
- B. To ensure that the workplace is a safe environment for its employees and customers
- C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
- D. To ensure only the change requests with mitigated risks are approved for implementation

Correct Answer: D

QUESTION 10

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

QUESTION 11

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

Correct Answer: C

QUESTION 12

Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

- A. Technology, Customer, User
- B. Corporate, Customer, Service
- C. Corporate, Customer, Technology
- D. Service, User, IT

Correct Answer: B

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