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QUESTION 1

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

Correct Answer: A

QUESTION 2

Can service operation improve efficiency in the business operation by automating common routines?

- A. No, automating common routines improves effectiveness but not efficiency
- B. Yes, through automating common routines and introducing the service knowledge management System (SKMS)
- C. Yes, through automating common routines, more productive work can be carried out
- D. No, automating common routines only results in preventing common problems

Correct Answer: B

QUESTION 3

What are the two MAJOR activities in problem management?

- A. Technical and service
- B. Resource and proactive
- C. Reactive and technical
- D. Proactive and reactive

Correct Answer: D

QUESTION 4

With which process is problem management likely to share categorization and impact coding systems?

- A. Incident management
- B. Service asset and configuration management



C. Capacity management

D. IT service continuity management

Correct Answer: A

QUESTION 5

Which stage of service lifecycle has the purpose of aligning IT services with the changing business needs by identifying improvements to IT services?

A. Continual service improvement

B. Service operation

C. Service strategy

D. Service design

Correct Answer: A

QUESTION 6

Which of the following correctly states the relationship between urgency, priority and impact?

A. Impact, priority and urgency are independent of each other

B. Urgency should be based on impact and priority

C. Impact should be based on urgency and priority

D. Priority should be based on impact and urgency

Correct Answer: D

QUESTION 7

What type of record should you raise when a problem diagnosis is complete and a workaround is available?

A. A service object

B. An incident

C. A change

D. A known error

Correct Answer: D



QUESTION 8

Which formal agreement minimizes the risk of disputes that can occur between an IT service provider and an external supplier?

- A. Operational contract
- B. Underpinning contract
- C. Serviceability contract
- D. Service level contract

Correct Answer: B

QUESTION 9

Which of the following are sources of best practice?

1.
Academic research
2.
Internal experience
3.
Industry practices

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

Correct Answer: A

QUESTION 10

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline



Correct Answer: A

QUESTION 11

Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment?

- A. Service portfolio management
- B. Service level management
- C. Service catalogue management
- D. Service capacity management

Correct Answer: C

QUESTION 12

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

Correct Answer: B

QUESTION 13

What processes represent the scope of financial management for IT services?

- A. Budgeting, costing and charging
- B. Budgeting, accounting and charging
- C. Cost models and invoicing
- D. Charging, accounting and billing

Correct Answer: B

QUESTION 14

How should entries in the CSI register be categorized?



- A. Based on priority, urgency and impact to the business and to all its stakeholders
- B. Based on small, medium or, large undertakings that can be done quickly, medium term or long term
- C. Based on IT service name, cost to the business and expected outcomes to the customer
- D. Based on best improvement opportunities in the organization to achieve a competitive advantage

Correct Answer: B

QUESTION 15

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

Correct Answer: C

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