

ITILFND Dumps

ITIL Foundation (syllabus 2011)

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NEW QUESTION 1

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 structures an organization

Answer: D

NEW QUESTION 2

Which of the following is the best definition of IT service management?

- A. An internal service provider that is embedded within a business unit
- B. A complete set of all the documentation required to deliver world class services to customers
- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

Answer: D

NEW QUESTION 3

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

Answer: A

NEW QUESTION 4

Which of the following statements is CORRECT for every process?

1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

- A. Both of the above
- B. 1 only
- C. Neither of the above
- D. 2 only

Answer: B

NEW QUESTION 5

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

Answer: D

NEW QUESTION 6

What should a service always deliver to customers?

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

Answer: C

NEW QUESTION 7

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

Answer: A

NEW QUESTION 8

What is a service delivered between two business units in the same organization known as?

- A. Strategic service
- B. Delivered service
- C. Internal service
- D. External service

Answer: C

NEW QUESTION 9

What are customers of IT services who do NOT work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Answer: B

NEW QUESTION 10

What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

- A. Business services
- B. Component services
- C. Supporting services
- D. Customer services

Answer: C

NEW QUESTION 10

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

Answer: B

NEW QUESTION 11

Which of the following is an enabler of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

Answer: B

NEW QUESTION 12

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

Answer: B

NEW QUESTION 17

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 interrelated, interacting 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

Answer: A

NEW QUESTION 18

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

Answer: A

NEW QUESTION 20

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

Answer: A

NEW QUESTION 23

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

Answer: A

NEW QUESTION 26

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

Answer: A

NEW QUESTION 30

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users

Answer: D

NEW QUESTION 35

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

Answer: B

NEW QUESTION 39

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

Answer: A

NEW QUESTION 43

In which of the following areas would ITIL complementary guidance provide assistance?

1. Adapting best practice for specific industry sectors
2. Integrating ITIL with other operating models

- A. Both of the above
- B. Neither of the above
- C. Option 1 only
- D. Option 2 only

Answer: A

NEW QUESTION 48

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

Answer: D

NEW QUESTION 52

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

Answer: A

NEW QUESTION 56

Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services

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

Answer: A

NEW QUESTION 57

Which of the following BEST describes service strategies' value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Answer: D

NEW QUESTION 60

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 fulfilment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

Answer: A

NEW QUESTION 62

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced total cost of ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

Answer: D

NEW QUESTION 63

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

Answer: C

Explanation: Topic 3, Generic concepts and definitions

NEW QUESTION 68

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- A. A capacity database
- B. A definitive media library
- C. A request for change
- D. A known error database

Answer: D

NEW QUESTION 72

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

Answer: B

NEW QUESTION 73

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming Cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Answer: A

NEW QUESTION 74

Which of the following are types of service defined in ITIL?

- 1. Enabling
- 2. Core
- 3. Enhancing
- 4. Computer

- A. 1, 3 and 4 only
- B. 2, 3 and 4 only
- C. 1, 2 and 4 only
- D. 1, 2 and 3 only

Answer: D

NEW QUESTION 77

In which of the following should details of a workaround be documented?

- A. The service level agreement (SLA)
- B. The problem record
- C. The availability management information system
- D. The IT service continuity plan

Answer: B

NEW QUESTION 79

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

Answer: A

NEW QUESTION 82

Which of the following would commonly be found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

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

Answer: D

NEW QUESTION 84

From the perspective of the service provider, who is the person or group that agrees their service targets?

- A. The user
B. The customer
C. The supplier
D. The administrator

Answer: B

NEW QUESTION 87

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)

Answer: B

NEW QUESTION 88

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

Answer: A

NEW QUESTION 92

Which of these statements about resources and capabilities is CORRECT?

- A. Resources are types of service asset and capabilities are not
B. Resources and capabilities are both types of service asset
C. Capabilities are types of service asset and resources are not
D. Neither capabilities nor resources are types of service asset

Answer: B

NEW QUESTION 95

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so
B. No: the Known Error should be created before the problem is logged
C. No: a known error record is created when the original incident is raised
D. No: a known error record should be created with the next release of the service

Answer: A

NEW QUESTION 96

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

Answer: C

NEW QUESTION 98

Which of the following is the correct definition of an outcome?

- A. The results specific to the clauses in a service level agreement (SLA)
- B. The result of carrying out an activity, following a process or delivering an IT service
- C. All the accumulated knowledge of the service provider
- D. All incidents reported to the service desk

Answer: B

NEW QUESTION 103

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier
- D. Administrator

Answer: B

NEW QUESTION 105

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

Answer: D

NEW QUESTION 106

Which of the following BEST describes a problem?

- A. An issue reported by a user
- B. The cause of two or more incidents
- C. A serious incident which has a critical impact to the business
- D. The cause of one or more incidents

Answer: D

NEW QUESTION 107

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

Answer: A

NEW QUESTION 108

Which of the following would NOT be contained in a release policy?

- A. Naming and numbering conventions
- B. Entry and exit criteria of the release into testing
- C. Roles and responsibilities for the release
- D. The risk register for the release

Answer: D

NEW QUESTION 111

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

Answer: C

NEW QUESTION 112

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan

- C. Do
- D. Co-ordinate

Answer: D

NEW QUESTION 113

The BEST description of an incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Answer: B

NEW QUESTION 116

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

Answer: A

NEW QUESTION 117

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

Answer: D

NEW QUESTION 118

Which of the following BEST describes 'partners' in the phrase "people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

Answer: A

NEW QUESTION 121

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

Answer: B

NEW QUESTION 125

The consideration of value creation is a principle of which stage of the service lifecycle?

- A. Continual service improvement
- B. Service strategy
- C. Service design
- D. Service transition

Answer: B

NEW QUESTION 129

Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

Answer: A

NEW QUESTION 133

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Answer: A

NEW QUESTION 138

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
- B. The design of new or changed services
- C. The design of market spaces
- D. The design of the technology architectures

Answer: C

NEW QUESTION 139

Which one of the following is the CORRECT set of steps for the continual service improvement approach?

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?
- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Answer: D

NEW QUESTION 140

Service design emphasizes the importance of the "Four Ps". These "Four P's" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

- A. Profit
- B. Preparation
- C. Products
- D. Potential

Answer: C

NEW QUESTION 143

The design of IT services requires the effective and efficient use of “the four Ps”. What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Answer: C

NEW QUESTION 144

Which of the following should be considered when designing measurement systems, methods and metrics?

- 1. The services
- 2. The architectures
- 3. The configuration items
- 4. The processes

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

Answer: D

NEW QUESTION 145

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Answer:

A

Explanation: Topic 5, Major Processes

NEW QUESTION 146

The 'multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

Answer: D

NEW QUESTION 151

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. The ECAB considers every high priority request for change
- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
- D. The ECAB will be chaired by the IT director

Answer: C

NEW QUESTION 155

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Answer: A

NEW QUESTION 156

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of IT services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the service provider could operate in

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

Answer: A

NEW QUESTION 161

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Answer: B

NEW QUESTION 162

The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved
- B. Immediately after the change has failed and needs to be backed out
- C. After implementation but before the post implementation review
- D. After the post implementation review has identified a problem with the change

Answer: A

NEW QUESTION 167

In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational level agreement (OLA)
- B. Capacity plan
- C. Service level agreement (SLA)
- D. SLA monitoring chart (SLAM)

Answer: D

NEW QUESTION 172

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the service desk can be logged
- C. All incidents must be fully logged
- D. The service desk decide which incidents to log

Answer: C

NEW QUESTION 177

Consider the following list:

- 1. Change authority
- 2. Change manager
- 3. Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

- A. Job descriptions
- B. Functions
- C. Teams
- D. Roles, people or groups

Answer: D

NEW QUESTION 182

Which of the following is the BEST reason for categorizing incidents?

- A. To establish trends for use in problem management and other IT service management (ITSM) activities
- B. To ensure service levels are met and breaches of agreements are avoided
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

Answer: A

NEW QUESTION 185

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

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

Answer: B

NEW QUESTION 188

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Answer: C

NEW QUESTION 191

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

Answer: B

NEW QUESTION 194

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management

D. The supplier management

Answer: D

NEW QUESTION 199

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand management
- B. Incident management
- C. Release and deployment management
- D. Request fulfilment

Answer: D

NEW QUESTION 200

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

- A. Availability management
- B. Capacity management
- C. Design coordination
- D. Release management

Answer: C

NEW QUESTION 201

Where would you expect incident resolution targets to be documented?

- A. A service level agreement (SLA)
- B. A request for change (RFC)
- C. The service portfolio
- D. A service description

Answer: A

NEW QUESTION 206

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

Answer: C

NEW QUESTION 210

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Answer: D

NEW QUESTION 211

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

Answer: C

NEW QUESTION 215

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

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

Answer: C

NEW QUESTION 217

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

Answer: B

NEW QUESTION 219

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Answer: D

NEW QUESTION 221

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

Answer: C

NEW QUESTION 223

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

Answer: C

NEW QUESTION 226

What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the service provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

Answer: A

Explanation: Topic 6, Minor Processes

NEW QUESTION 228

Which of the following is service transition planning and support NOT responsible for?

- A. Prioritizing conflicts for service transition resources
- B. Coordinating the efforts required to manage multiple simultaneous transitions
- C. Maintaining policies, standards and models for service transition activities and processes
- D. Detailed planning of the build and test of individual changes

Answer: D

NEW QUESTION 232

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Answer: A

NEW QUESTION 237

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

Answer: B

NEW QUESTION 241

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

Answer: D

NEW QUESTION 244

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

Answer: C

NEW QUESTION 246

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

Answer: B

NEW QUESTION 249

Which process would you MOST expect to be involved in the management of underpinning contracts?

- A. Change management
- B. Service catalogue management
- C. Supplier management
- D. Release and deployment management

Answer: C

NEW QUESTION 254

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services
- B. It is mandatory that all changes are subject to design coordination activity
- C. Only changes to business critical systems
- D. Any change that the organization believes could benefit

Answer: D

NEW QUESTION 255

Which of the following are basic concepts used in access management?

- A. Personnel, electronic, network, emergency, identity
- B. Rights, access, identity, directory services, service/service components
- C. Physical, personnel, network, emergency, service
- D. Normal, temporary, emergency, personal, group

Answer: B

NEW QUESTION 256

What are the categories of events described in the ITIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

Answer: C

NEW QUESTION 259

Availability management is directly responsible for the availability of which of the following?

- A. IT services and components
- B. IT services and business processes
- C. Components and business processes
- D. IT services, components and business processes

Answer: A

NEW QUESTION 262

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

Answer: B

NEW QUESTION 264

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware
- B. Describes how the configuration items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

Answer: B

NEW QUESTION 266

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require
- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

Answer: A

NEW QUESTION 269

Which of the following would be examined by a major problem review?

- 1. Things that were done correctly
 - 2. Things that were done incorrectly
 - 3. How to prevent recurrence
 - 4. What could be done better in the future
-
- A. 1 only
 - B. 2 and 3 only
 - C. 1, 2 and 4 only
 - D. All of the above

Answer: D

Explanation: Topic 7, Functions

NEW QUESTION 272

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

Answer: D

NEW QUESTION 274

Which of the following service desk organizational structures are described in service operation?

- 1. Local service desk
- 2. Virtual service desk
- 3. IT help desk
- 4. Follow the sun

- A. 1, 2 and 4 only
- B. 2, 3 and 4 only
- C. 1, 3 and 4 only
- D. 1, 2 and 3 only

Answer: A

NEW QUESTION 279

Which of the following is the BEST description of a centralized service desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

Answer: D

Explanation: Topic 8, Roles

NEW QUESTION 281

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) approach
- D. The Deming Cycle

Answer: A

NEW QUESTION 282

Which of the following activities would be performed by a process manager?

- 1. Monitoring and reporting on process performance
- 2. Identifying improvement opportunities
- 3. Appointing people to required roles

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

Answer: A

NEW QUESTION 284

A process owner is responsible for which of the following?

- 1. Defining the process strategy
- 2. Assisting with process design
- 3. Improving the process
- 4. Performing all activities involved in a process

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

Answer: C

NEW QUESTION 288

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

Answer: A

NEW QUESTION 290

Which of the following options is a hierarchy that is used in knowledge management?

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

Answer: B

NEW QUESTION 293

Which of the following CANNOT be provided by a tool?

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

Answer: C

NEW QUESTION 298

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

Answer: D

Explanation: Topic 10, New Questions

NEW QUESTION 299

What is defined as "any change of state that has significance for the management of an IT service"?

- A. A request for change
- B. An incident
- C. A problem
- D. An event

Answer: D

Explanation: Event: Any change of state that has significance for the management of an IT service or other configuration item. The term can also be used to mean an alert or notification created by any IT service, Configuration Item or a Monitoring tool. Events typically require IT Operations personnel to take actions and often lead to Incidents being logged.

NEW QUESTION 302

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access Management
- D. Continual Service improvement

Answer: A

NEW QUESTION 305

What BEST describes the value of service operation to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It ensures IT services are continuously aligned to business requirements
- C. It defines the control of service assets and configurations
- D. It reduces the duration and frequency of service outages

Answer: D

NEW QUESTION 309

Which groups of people would work according to an operational level agreement?

- A. Business units
- B. All stakeholders
- C. External IT teams
- D. Internal IT teams

Answer: D

NEW QUESTION 313

What BEST defines IT service management?

- A. An organization supplying services to only external customers.
- B. The customer of an IT Service provider who defines and agrees the service targets.

- C. The implementation and management of quality IT services that meet business needs.
- D. The resources that are utilized to provide value to customers through services.

Answer: C

NEW QUESTION 315

Which of the following is NOT an objective of the operations management function?

- A. Swift application of skills to diagnose any IT Operations failures that occur
- B. Delivering Operational improvements to achieve reduced costs.
- C. Management of the definitive media library (DML)
- D. Maintenance of status quo to achieve stability of day to day processes and activities

Answer: A

NEW QUESTION 317

Which one of the following is a correct definition of a supplier category?

- A. Strategic - for suppliers of operational products or services
- B. Tactical - for relationships involving significant commercial activity and business interaction
- C. Operational – for suppliers providing low value and/or readily available products and services
- D. Commodity – for significant partnering relationships that involve senior managers

Answer: C

NEW QUESTION 318

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

Answer: A

NEW QUESTION 320

Which of the following is an example of proactive problem management?

- A. Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident
- B. Analysis of an incident by a technical support group which reveals that an underlying problem exists, or is likely to exist
- C. Suspicion or detection of a cause of one or more incidents by the service desk
- D. Trending of historical incident records to identify one or more underlying causes

Answer: B

NEW QUESTION 325

Which is an example of an internal customer?

- A. A customer who has a contract with an internet service provider for a broadband connection
- B. The HR department whose payroll service is provided by their organization's IT department
- C. An IT department that uses a network service obtained from a supplier
- D. A retail bank that outsources its infrastructure to a third-party supplier

Answer: B

NEW QUESTION 328

Which of the following BEST describes a service level agreement (SLA)?

- A. A written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties
- B. A partnership developed between the IT service provider and the customer, so that a mutually beneficial agreement is reached
- C. The key service targets and responsibilities of both parties that are used to hold each party accountable when disputes arise
- D. An agreement between an IT service provider and another part of the same organization that assists with the provision of services

Answer: A

NEW QUESTION 333

What is used to control a process?

- A. Inputs
- B. Functions
- C. Objectives
- D. Stakeholders

Answer: C

NEW QUESTION 335

Which process works with change management to ensure only authorized components are used?

- A. Knowledge management
- B. Service portfolio management
- C. Service asset and configuration management
- D. Financial management for IT services

Answer: C

NEW QUESTION 337

Which process monitors and improves the performance of the service transition stage of the service lifecycle?

- A. Transition planning and support
- B. Design co-ordination
- C. Change management
- D. Service transition management

Answer: A

NEW QUESTION 340

What BEST describes the purpose of analyzing risk?

- A. To assess impact and urgency
- B. To assess impact and probability
- C. To review remediation planning
- D. To review transition planning

Answer: B

NEW QUESTION 341

What BEST describes the value of service design to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It reduces total cost of ownership (TCO) of services
- C. It improves the control of service assets and configurations
- D. It provides quick and effective access to standard services

Answer: B

NEW QUESTION 343

Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

- A. Testing the tool and training process managers on using the process
- B. Development or purchase of tools and deployment of the tools
- C. Training tool administrators how to manage tools and monitoring tool performance in operational environment
- D. Development or purchase of tools and deployment of the process

Answer: D

NEW QUESTION 344

The value created by a service is defined in terms of business outcomes, customer preferences, and which other element?

- A. Customer assets
- B. Customer perceptions
- C. Business activity
- D. Business vision

Answer: D

NEW QUESTION 345

What is a change of state that has significance for the management of a configuration item (CI) called?

- A. An event
- B. A baseline
- C. A change to a service level agreement
- D. A request for change (RFC).

Answer: A

NEW QUESTION 350

What BEST describes an important principle of communication in service operation?

- A. It is efficient, effective and economical for all IT services.

- B. It has an intended purpose or a resultant action.
- C. It focuses on creating a relationship between processes and products.
- D. It has responsibility for creating policies.

Answer: A

NEW QUESTION 352

What service could include a differentiation as an “excitement factor”?

- A. A core service
- B. An enabling service
- C. A packaged service
- D. An enhancing service

Answer: D

NEW QUESTION 355

What is the BEST definition of an internal service?

- A. It is a supporting service delivered between functions of the IT service provider
- B. It is any customer-facing service delivered by an outsourced provider
- C. It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes
- D. It is a service delivered between departments or business units in the same organization

Answer: D

NEW QUESTION 357

Which is the CORRECT list of 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

Answer: B

NEW QUESTION 362

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

Answer: A

NEW QUESTION 364

What is the CORRECT definition of service management?

- A. A set of specialised assets for transitioning services into the live operational environment
- B. A set of specialised organisational capabilities for delivering value to customers in the form of services
- C. A group of events that meet the demand from customers for services that they receive
- D. A group of people that manages services to fulfil the needs of users and customers

Answer: B

NEW QUESTION 366

Which statement about Business Cases is TRUE?

- A. Business Cases should focus on both the financial and non-financial impacts of the proposed project or service
- B. Business Cases should focus on only the financial impacts of the proposed project to secure support and funding
- C. Business Cases should focus on only the non-financial business impacts of the proposed project to secure proper high-level management support
- D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

Answer: A

NEW QUESTION 367

Which statement is CORRECT?

- A. A function is a set of responsibilities allocated to a service manager
- B. A process is a team or group of people and the tools they use to perform one or more activities
- C. A function is a set of specialised organisational capabilities
- D. A process is a structured set of activities designed to accomplish a specific objective

Answer: D

NEW QUESTION 370

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

Answer: D

NEW QUESTION 375

What is the type of notification that should be sent when a threshold has been reached, something has changed or a failure has occurred?

- A. An emergency change
- B. An alert
- C. An emergency event
- D. A request for change

Answer: B

NEW QUESTION 378

An incident is proving difficult to resolve. A technician informs their manager that more resource is needed to restore the service. What has taken place?

- A. A functional escalation
- B. A service level escalation
- C. An incident resolution
- D. A hierarchic escalation

Answer: D

NEW QUESTION 382

Which capacity management sub-process focuses on the management, control and prediction of the end-to-end performance?

- A. Business capacity management
- B. Supplier capacity management
- C. Service capacity management
- D. Component capacity management

Answer: A

NEW QUESTION 383

What are sources of best practice?

- A. Customers, suppliers, advisors
- B. Industry practices, academic research, training and education
- C. Substitutes, regulators, customers
- D. Competition, compliance, commitments

Answer: B

NEW QUESTION 388

What BEST describes the value of continual service improvement to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It results in gradual improvement in cost effectiveness
- C. It improves governance by building controls into service designs
- D. It provides quick and effective access to standard services

Answer: B

NEW QUESTION 392

What do major incidents require?

- A. Separate procedures.
- B. Less urgency
- C. Longer timescales
- D. Less documentation

Answer: A

NEW QUESTION 396

What should the IT service continuity process primarily support?

- A. Critical IT processes
- B. All the services in the service portfolio
- C. Business continuity strategy
- D. Mission critical services at peak business periods

Answer: C

NEW QUESTION 400

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive software library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

Answer: B

NEW QUESTION 402

Which is the CORRECT activity to carry out the "How do we get there" phase of the Continual Service Improvement approach?

- A. Service and process improvement
- B. Baseline assessments
- C. Policy and governance review
- D. Measurable targets

Answer: A

NEW QUESTION 404

What is a characteristic of a process?

- A. It requires a specific tool
- B. It is performance driven and measurable
- C. It provides generic technical skills and resources
- D. It does not react to a specific trigger

Answer: B

NEW QUESTION 407

Which three types of metric support Continual Service Improvement (CSI) activities?

- A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- B. Process metrics, software metrics and financial metrics
- C. Technology metrics, process metrics and service metrics
- D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

Answer: C

NEW QUESTION 409

What does the term “Wisdom” represent within the Data-to-Information-to-Knowledge-to- Wisdom (DIKW)?

- A. The complete collection of all data and data repositories in the organization
- B. The knowledge to manage organization processes and people
- C. The complete collection of all process management structures in the organization
- D. The contextual awareness to provide strong common sense judgement

Answer: D

NEW QUESTION 413

Which is an objective of access management?

- A. To efficiently respond to requests for granting access to services.
- B. To defect changes of state that have significance for management of an IT service.
- C. To assist with general information, complains or comments.
- D. To minimize the impact of incidents that cannot be prevented.

Answer: A

NEW QUESTION 416

Which areas are NOT measured by process KPIs?

- 1. Technology
- 2. Performance
- 3. Value
- 4. Compliance

- A. 1, 2 and 3 only
- B. 1, 2 and 4 only
- C. 1, 3 and 4 only
- D. 2, 3 and 4 only

Answer: D

NEW QUESTION 418

. When should a known error be raised?

- A. Only when the root cause is found and a workaround exists
- B. As soon as it becomes useful to do so
- C. Only when the error in the IT Service is found
- D. As soon as the major problem procedure is executed

Answer: B

NEW QUESTION 419

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA.
- C. Cost of providing support
- D. Service level agreements (SLA.

Answer: B

NEW QUESTION 420

A technician is finding it difficult to resolve an incident and informs the manager that more resource is needed to restore the service. What has taken place within the SLA target?

- A. A functional escalation
- B. A service level escalation
- C. An incident resolution
- D. A hierarchic escalation

Answer: D

NEW QUESTION 421

Which term describes if a service is fit for use?

- A. Serviceability
- B. Utility
- C. Warranty
- D. Availability

Answer: C

NEW QUESTION 424

Which is the BEST definition of a service?

- A. is a means of delivering value to customers by facilitating outcomes according to how they are defined in processes
- B. It is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.
- C. It is a means of delivering value customers by facilitating outcomes 100 percent of the time.
- D. It is a means of delivering value to customers by facilitating outcomes described in operational level agreements (OLAs) and Service level agreements (SLAs).

Answer: B

NEW QUESTION 426

Which Functions are included in IT operations management?

- A. Network management and application management
- B. Technical management and change management
- C. IT operations control and facilities management
- D. Facilities management and release management

Answer: C

NEW QUESTION 431

Which is a supplier category?

- A. Technical
- B. Commodity
- C. Customer
- D. Resource

Answer: D

NEW QUESTION 432

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

Answer: A

NEW QUESTION 435

Which is an objective of the service design lifecycle stage?

- A. To embed continual service improvement (CSI) in all service design activities
- B. To ensure that all service design activities use the minimum amount of resources
- C. To monitor service level targets as agreed in service level agreements
- D. To create and maintain a portfolio of quantified services

Answer: A

Explanation: <http://www.greycampus.com/opencampus/itil-foundation/introduction-about-service-design>

NEW QUESTION 436

What is the BEST definition of a definitive media library?

- A. It is a secure library in which the latest versions of authorized software items are stored and protected
- B. It is a structured document with definitive information regarding all live IT services, including those available for deployment
- C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected
- D. It is a set of tools and databases that is used to manage knowledge, information and data

Answer: C

NEW QUESTION 437

Which is the CORRECT list of metrics to support CSI activities?

- A. Technology, customer and business
- B. Business, service and technology
- C. Customer, business and process
- D. Process, technology and service

Answer: D

NEW QUESTION 442

Which function is responsible for the closure of an incident record?

- A. Event management
- B. The service desk
- C. Either the service desk or an appropriate third party engineer
- D. Any appropriate function

Answer: B

NEW QUESTION 444

Which stage of the service lifecycle identifies, defines and aligns the IT solution with the business requirements?

- A. Service transition
- B. Service design
- C. Service operation
- D. Service configuration

Answer: B

NEW QUESTION 447

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