



Vendor: Exin

Exam Code: ITIL-F

Exam Name: ITIL Foundation

Version: Demo

QUESTION 1

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 2

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

QUESTION 3

Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Correct Answer: B

QUESTION 4

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

QUESTION 5

What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome
- B. Incident
- C. Change
- D. Problem

Correct Answer: A

QUESTION 6

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

Correct Answer: B

QUESTION 7

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

- A. Service level management
- B. Change management
- C. Incident management
- D. Service asset and configuration management

Correct Answer: D

QUESTION 8

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

Correct Answer: D

QUESTION 9

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

Correct Answer: B

QUESTION 10

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

Correct Answer: D

QUESTION 11

Within service design, what is the key output handed over to service transition?

- A. Measurement, methods and metrics
- B. Service design package
- C. Service portfolio design
- D. Process definitions

Correct Answer: B

QUESTION 12

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

Correct Answer: C

QUESTION 13

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Correct Answer: B

QUESTION 14

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)

Correct Answer: D

QUESTION 15

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

QUESTION 16

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

Correct Answer: A

QUESTION 17

Which process would maintain policies, standards and models for service transition activities and processes?

- A. Change management
- B. Capacity management
- C. Service transition planning and support
- D. Release management

Correct Answer: C

QUESTION 18

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 19

Which of the following is an enabler of best practice?

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

Correct Answer: B

QUESTION 20

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

Correct Answer: A

QUESTION 21

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

Correct Answer: A

QUESTION 22

Where should the following information be stored?

1. The experience of staff
2. Records of user behaviour
3. Supplier's abilities and requirements
4. User skill levels

- A. The forward schedule of change
- B. The service portfolio

- C. A configuration management database (CMDB)
- D. The service knowledge management system (SKMS)

Correct Answer: D

QUESTION 23

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

- A. Availability management
- B. Capacity management
- C. Business relationship management
- D. Service catalogue management

Correct Answer: C

QUESTION 24

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

Correct Answer: C

QUESTION 25

Which of the following identifies the purpose of design coordination?

- A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
- B. Ensuring all service designs have availability designed into them
- C. Designing of all the links between every service design process and all other processes in the service lifecycle
- D. Control of all supplier relationships from design right through to the production environment

Correct Answer: A

QUESTION 26

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

Correct Answer: A

QUESTION 27

Which of the following activities are performed by a desk?

- 1. Logging details of incidents and service requests
 - 2. Providing first-line investigation and diagnosis
 - 3. Restoring service
 - 4. Implementing all standard changes
-
- A. All of the above
 - B. 1, 2 and 3 only
 - C. 2 and 4 only
 - D. 3 and 4 only

Correct Answer: B

QUESTION 28

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

Correct Answer: A

QUESTION 29

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 customer's successful
 - 2. Enabling the service provider to respond quickly and effectively to changes in the business environment
 - 3. Reduction in the duration and frequency of service outages
-
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only

Correct Answer: C

QUESTION 30

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

Correct Answer: C

EnsurePass.com Members Features:

1. Verified Answers researched by industry experts.
2. Q&As are downloadable in PDF and VCE format.
3. 98% success Guarantee and **Money Back** Guarantee.
4. Free updates for **180** Days.
5. **Instant Access to download the Items**

View list of All Exam provided:

<http://www.ensurepass.com/certifications?index=A>

To purchase Lifetime Full Access Membership click here: <http://www.ensurepass.com/user/register>

Valid Discount Code for 2015: JREH-G1A8-XHC6

To purchase the HOT Exams:

| <u>Cisco</u> | | <u>CompTIA</u> | | <u>Oracle</u> | <u>VMWare</u> | <u>IBM</u> |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|----------------------------------|----------------------------------|
| <u>100-101</u> | <u>640-554</u> | <u>220-801</u> | <u>LX0-101</u> | <u>1Z0-051</u> | <u>VCAD510</u> | <u>C2170-011</u> |
| <u>200-120</u> | <u>200-101</u> | <u>220-802</u> | <u>N10-005</u> | <u>1Z0-052</u> | <u>VCP510</u> | <u>C2180-319</u> |
| <u>300-206</u> | <u>640-911</u> | <u>BR0-002</u> | <u>SG0-001</u> | <u>1Z0-053</u> | <u>VCP550</u> | <u>C4030-670</u> |
| <u>300-207</u> | <u>640-916</u> | <u>CAS-001</u> | <u>SG1-001</u> | <u>1Z0-060</u> | <u>VCAC510</u> | <u>C4040-221</u> |
| <u>300-208</u> | <u>640-864</u> | <u>CLO-001</u> | <u>SK0-003</u> | <u>1Z0-474</u> | <u>VCP5-DCV</u> | <u>RedHat</u> |
| <u>350-018</u> | <u>642-467</u> | <u>ISS-001</u> | <u>SY0-301</u> | <u>1Z0-482</u> | <u>VCP510PSE</u> | <u>EX200</u> |
| <u>352-001</u> | <u>642-813</u> | <u>JK0-010</u> | <u>SY0-401</u> | <u>1Z0-485</u> | | <u>EX300</u> |
| <u>400-101</u> | <u>642-832</u> | <u>JK0-801</u> | <u>PK0-003</u> | <u>1Z0-580</u> | | |
| <u>640-461</u> | <u>642-902</u> | | | <u>1Z0-820</u> | | |

