



**Vendor:** EXIN

**Exam Code:** ITIL

**Exam Name:** ITIL V3 Foundation

**Version:** DEMO

**QUESTION NO: 1**

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

**Answer: A**

**QUESTION NO: 2**

What is a RACI model used for?

- A. Defining roles and responsibilities
- B. Monitoring services
- C. Performance analysis
- D. Recording Configuration Items

**Answer: A**

**QUESTION NO: 3**

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

**Answer: A**

**QUESTION NO: 4**

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

**Answer: A**

**QUESTION NO: 5**

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A. Service Transition
- B. Service Design
- C. Service Strategy
- D. Service Operation

**Answer: B**

**QUESTION NO: 6**

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

**Answer: B**

**QUESTION NO: 7**

Which of the following statements is INCORRECT?

- A. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- B. The SKMS is part of the Configuration Management System (CMS)
- C. The SKMS can include data on the performance of the organization
- D. The SKMS can include user skill levels

**Answer: B**

**QUESTION NO: 8**

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Services and Infrastructure
- B. Applications and Infrastructure
- C. Resources and Capabilities
- D. Utility and Warranty

**Answer: C**

**QUESTION NO: 9**

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 Market Spaces
- C. The design of new or changed services
- D. The design of the technology architecture and management systems

**Answer: B**

**QUESTION NO: 10**

Which of the following is NOT the responsibility of the Service Catalogue Manager?

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is accurate
- C. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- D. Ensuring that information within the Service Pipeline is accurate

**Answer: D**