



Exam Code: BH0-001

Exam Name: IT SERVICE MANAGEMENT FOUNDATION
CERTIFICATE (ITIL)

Vendor: ISEB

Version: DEMO

Part: A

1: Which of the following is NOT true?

- A.Availability Management should contribute to the design and development of new software products
- B.Availability Management is concerned with the performance of hardware CIs
- C.Availability Management negotiates availability levels with customers to ensure their requirements are met
- D.Maintaining the agreed level of confidentiality is a concern of Availability Management

Correct Answers: C

2: Which two other Service Management disciplines does Release Management work with most closely?

- A.Change and Configuration
- B.Availability and Problem
- C.Change and Incident
- D.Configuration and Availability

Correct Answers: A

3: Which of these should be included in a Release Policy?

- 1 Numbering conventions
- 2 Definition of acceptance criteria for adding new software to the DSL
- 3 Policy for issuing emergency releases

- A.All three
- B.1 and 2
- C.1 and 3
- D.2 and 3

Correct Answers: A

4: Charging enables an organisation to:

- A.Calculate the risk of overspending
- B.Reduce the risk of overspending
- C.Identify the cost of Changes
- D.Recover the costs of IT services from customers

Correct Answers: D

5: Gradual Recovery is also referred to as?

- A.Hot Standby
- B.Cold Standby
- C.Reciprocal Arrangement
- D.Warm Standby

Correct Answers: B

6: Which of the following data is LEAST likely to be used in the Incident Control process?

- A. Cost of faulty item
- B. Incident category
- C. Make/model of faulty item
- D. Impact code

Correct Answers: A

7: The process to implement SLAs comprises the following activities in which sequence?

- A. Draft SLAs, review Underpinning Contracts and OLAs, negotiate, catalogue service levels, agree SLAs
- B. Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs
- C. Review Underpinning Contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs
- D. Draft SLAs, catalogue services, review Underpinning Contracts and OLAs, establish SLRs, negotiate, agree SLRs

Correct Answers: B

8: If the cost of providing network services is based on actual usage during a given period of time, this would be an example of:

- A. Variable costs
- B. Depreciation costs
- C. Fixed costs
- D. Accommodation costs

Correct Answers: A

9: Which of the following most accurately reflects Incident Management activities?

- A. Incident detection, logging, investigation, escalation, root cause analysis, resolution and closure
- B. Incident detection, classification, escalation, Known Error matching, resolution, change recommendation, closure
- C. Incident detection, logging, classification, initial support, escalation, communication, closure
- D. Incident detection, recording, classification, initial support, investigation, diagnosis, resolution, recovery and closure and escalation

Correct Answers: D

10: Which of these statements is correct?

1 Effective Change Management ensures that urgency and impact are used to make decisions on the scheduling of Changes

2 Change Management controls all aspects of the change process

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

Correct Answers: A