



Exam Code: BH0-006

Exam Name: ITIL V3 Foundation Certificate in IT Service
Management

Vendor: ISEB

Version: DEMO

Part: A

1: Which of the following does the Availability Management process include?

1. Ensuring services are able to meet availability targets
 2. Monitoring and reporting actual availability
 3. Improvement activities, to ensure that services continue to meet or exceed their availability goals
- A.1 only
B.All of the above
C.1 and 2 only
D.1 and 3 only

Correct Answers: B

2: Which of the following statements about communication within Service Operation are CORRECT?

1. All communication must have an intended purpose or resultant action
 2. Communication should not take place without a clear audience
- A.1 only
B.2 only
C.Both of the above
D.None of the above

Correct Answers: C

3: Which of the following is NOT a responsibility of the Service Design Manager?

- A.Design and maintain all necessary Service Transition packages
B.Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
C.Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
D.Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answers: A

4: 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

Correct Answers: B

5: Which of the following statements is CORRECT?

- A.The Configuration Management System is part of the Known Error Data Base
B.The Service Knowledge Management System is part of the Configuration Management System
C.The Configuration Management System is part of the Service Knowledge Management system

D.The Configuration Management System is part of the Configuration Management Database

Correct Answers: C

6: Which of the following is one of the PRIMARY objectives of Service Strategy?

- A.To provide detailed specifications for the design of IT services
- B.To underscore the importance of services in the global economy
- C.To transform Service Management into a strategic asset
- D.To design and build processes that will meet business needs

Correct Answers: C

7: Which of the following is the BEST description of a Service-based Service Level Agreement (SLA)?

- A.An agreement with an individual customer group, covering all the services that they use
- B.An agreement that covers one service for a single customer
- C.An agreement that covers service specific issues in a multi-level SLA structure
- D.An agreement that covers one service for all users of that service

Correct Answers: D

8: What would be the next step in the Continual Service Improvement (CSI) Model after:

- 1. What is the vision?
 - 2. Where are we now?
 - 3. Where do we want to be?
 - 4. How do we get there?
 - 5. Did we get there?
 - 6. ?
- A.What is the Return On Investment (ROI)?
 - B.How much did it cost?
 - C.How do we keep the momentum going?
 - D.What is the Value On Investment (VOI)?

Correct Answers: C

9: Which process is responsible for sourcing and delivering components of requested standard services?

- A.Request Fulfilment
- B.Service Portfolio Management
- C.Service Desk
- D.IT Finance

Correct Answers: A

10: Which of the following activities is NOT a part of the Deming Cycle?

- A.Act
- B.Plan
- C.Do
- D.Coordinate

Correct Answers: D