

# EXINInc

## Exam Questions ITILFND

ITIL Foundation (syllabus 2011)



#### NEW QUESTION 1

- (Topic 1)

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 2

- (Topic 1)

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 3

- (Topic 1)

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

**Answer: A**

#### NEW QUESTION 4

- (Topic 1)

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 5

- (Topic 1)

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 6

- (Topic 1)

Which of the following is an enabler of best practice?

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

**Answer: B**

#### NEW QUESTION 7

- (Topic 1)

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 8**

- (Topic 1)

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 9**

- (Topic 1)

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 10**

- (Topic 2)

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 10**

- (Topic 2)

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 14**

- (Topic 2)

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 15**

- (Topic 3)

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 17**

- (Topic 3)

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 22**

- (Topic 3)

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 27**

- (Topic 3)

A Service design package (SDP) would normally be produced for which of the following?

1. A new IT service
2. A major change to an IT service
3. An emergency change to an IT service
4. An IT service retirement

- A. 2, 3 and 4 only  
B. 1, 2 and 4 only  
C. None of the above  
D. All of the above

Answer: B

**NEW QUESTION 30**

- (Topic 3)

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

Answer: A

**NEW QUESTION 35**

- (Topic 3)

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 37**

- (Topic 3)

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 41**

- (Topic 3)

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- A. Change proposal
- B. Change policy
- C. Service request
- D. Risk register

**Answer: A**

**NEW QUESTION 45**

- (Topic 3)

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

**Answer: D**

**NEW QUESTION 46**

- (Topic 3)

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 50**

- (Topic 3)

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

**Answer: C**

**NEW QUESTION 54**

- (Topic 3)

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 57**

- (Topic 3)

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 62**

- (Topic 3)

Which of the following statements about standard changes are CORRECT?

1. The approach is pre-authorized
2. The risk is usually low and well understood
3. Details of the change will be recorded
4. Some standard changes will be triggered by the request fulfillment process

- A. 1 only
- B. 2 and 3 only

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

**Answer:** D

**NEW QUESTION 65**

- (Topic 3)

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 66**

- (Topic 3)

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 70**

- (Topic 3)

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

**Answer:** B

**NEW QUESTION 71**

- (Topic 3)

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 76**

- (Topic 4)

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 78**

- (Topic 4)

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 83**

- (Topic 4)

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 86**

- (Topic 4)

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)?

**Answer: C**

**NEW QUESTION 91**

- (Topic 4)

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

- A. Return on investment (ROI), value on investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical success factors (CSFs), key performance indicators (KPIs), activities
- D. Technology, process and service

**Answer: D**

**NEW QUESTION 92**

- (Topic 4)

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

**Answer: C**

**NEW QUESTION 94**

- (Topic 4)

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 96**

- (Topic 4)

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**

**NEW QUESTION 100**

- (Topic 5)

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 102**

- (Topic 5)

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 106**

- (Topic 5)

Hierarchic escalation is BEST described as?

- A. Notifying more senior levels of management about an incident
- B. Passing an incident to people with a greater level of technical skill
- C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
- D. Failing to meet the incident resolution times specified in a service level agreement

**Answer:** A

**NEW QUESTION 108**

- (Topic 5)

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 110**

- (Topic 5)

When can a known error record be raised?

1. At any time it would be useful to do so
2. After a workaround has been found

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

**Answer:** D

**NEW QUESTION 114**

- (Topic 5)

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

**Answer:** B

**NEW QUESTION 116**

- (Topic 5)

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 121**

- (Topic 5)

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer:** A

**NEW QUESTION 125**

- (Topic 5)

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 128**

- (Topic 5)

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 130**

- (Topic 5)

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 131**

- (Topic 5)

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 136**

- (Topic 5)

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

**Answer:** C

**NEW QUESTION 140**

- (Topic 5)

Which of the following should be documented in an incident model?

1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident

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

**Answer:** B

**NEW QUESTION 142**

- (Topic 6)

What are the categories of event 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 143**

- (Topic 6)

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

**Answer: A**

**NEW QUESTION 148**

- (Topic 6)

Which one of the following activities would be performed by access management?

- A. Providing physical security for staff at data centres and other buildings
- B. Managing access to computer rooms and other secure locations
- C. Managing access to the service desk
- D. Managing the rights to use a service or group of services

**Answer: D**

**NEW QUESTION 153**

- (Topic 6)

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 157**

- (Topic 6)

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 160**

- (Topic 6)

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

**Answer: B**

**NEW QUESTION 161**

- (Topic 6)

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 change schedule
- B. The service portfolio
- C. A configuration management database (CMDB)

D. The service knowledge management system (SKMS)

**Answer: D**

**NEW QUESTION 164**

- (Topic 6)

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 166**

- (Topic 6)

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

**Answer: D**

**NEW QUESTION 171**

- (Topic 6)

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

**Answer: A**

**NEW QUESTION 176**

- (Topic 6)

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

**Answer: C**

**NEW QUESTION 181**

- (Topic 7)

Which of the following processes are performed by the service desk?

1. Capacity management
2. Request fulfilment
3. Demand management
4. Incident management

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

**Answer: C**

**NEW QUESTION 186**

- (Topic 8)

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity
- C. Be kept up-to-date on the progress of an activity
- D. Manage an activity

**Answer: C**

**NEW QUESTION 187**

- (Topic 8)

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

**Answer: B**

**NEW QUESTION 192**

- (Topic 8)

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 193**

- (Topic 8)

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

**Answer: B**

**NEW QUESTION 194**

- (Topic 9)

Which of the following areas would technology help to support during the service lifecycle?

1. Data mining and workflow
2. Measurement and reporting
3. Release and deployment
4. Process design

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

**Answer: D**

**NEW QUESTION 195**

- (Topic 9)

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 200**

- (Topic 9)

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**

**NEW QUESTION 202**

- (Topic 10)

Which is a responsibility of a customer within the service level management process?

- A. Negotiate third party contracts
- B. Measure service availability
- C. Supply good or services
- D. Agree Service level targets

**Answer:** D

**NEW QUESTION 203**

- (Topic 10)

Which statement about service review meetings is FALSE?

- A. Actions from service review meetings should only be assigned to the service provider
- B. Meetings should be held on a regular basis to review service achievement
- C. Issues for the upcoming period should be discussed at the meetings
- D. Progress and success of the service improvement programme (SIP) should be reviewed

**Answer:** A

**NEW QUESTION 205**

- (Topic 10)

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 210**

- (Topic 10)

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 212**

- (Topic 10)

Which BEST describes a situation in which the emergency change advisory board (ECAB) is used?

- A. Following a full change advisory board (CAB) to resolve any outstanding agenda items.
- B. During peak or holiday periods when emergencies are more likely to occur.
- C. In an emergency when it is not possible to convene a full CAB.
- D. Outside the normal working hours of the business unit.

**Answer:** C

**NEW QUESTION 216**

- (Topic 10)

Which service lifecycle stage supports the creation of a portfolio of quantified services?

- A. Service strategy
- B. Service design
- C. Service level management
- D. Service operation

**Answer:** A

**NEW QUESTION 218**

- (Topic 10)

Which process analyses services that are no longer viable and when they should be retired?

- A. Change management
- B. Service portfolio management
- C. Service level management
- D. Business relationship management

**Answer:** B

**NEW QUESTION 222**

- (Topic 10)

Access management is responsible for implementing policies defined in which process?

- A. Service portfolio management
- B. Information security management
- C. Change management
- D. Problem management

**Answer: B**

**NEW QUESTION 223**

- (Topic 10)

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 226**

- (Topic 10)

What is used to control a process?

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

**Answer: C**

**NEW QUESTION 228**

- (Topic 10)

Which process has the objective to identify changes to the customer environment that could potentially impact the type, level or utilization of services provided?

- A. Business relationship management
- B. Service level management
- C. Availability management
- D. Change management

**Answer: D**

**NEW QUESTION 230**

- (Topic 10)

What term describes assurance that a product or service will meet its agreed requirements?

- A. Underpinning contract
- B. Warranty
- C. Service level agreement
- D. Utility

**Answer: B**

**Explanation:**

Warranty: is fit for use; how the service is delivered; assurance that a product or service will meet its agreed requirements for availability, capacity, security, continuity  
References:- <https://www.quia.com/jg/2634480list.html><https://itilblues.wordpress.com/2007/12/14/itil-v3-utility-and-warranty-two-sides-of-the-same-coin/>

**NEW QUESTION 231**

- (Topic 10)

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 235**

- (Topic 10)

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 236**

- (Topic 10)

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 241**

- (Topic 10)

Which statement is CORRECT?

- A. The configuration management system is part of the known error database
- 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.

Answer: C

**NEW QUESTION 246**

- (Topic 10)

Which process has the following objective 'Establish new or changed services into supported environments within the predicted cost, time and resource estimates'?

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

Answer: B

**NEW QUESTION 247**

- (Topic 10)

Can service operation improve efficiency in the business operation by automating common routines?

- A. No, automating common routines improves effectiveness but not efficiency
- B. Yes, through automating common routines and introducing the service knowledge managementSystem (SKMS)
- C. Yes, through automating common routines, more productive work can be carried out
- D. No, automating common routines only results in preventing common problems

Answer: B

**NEW QUESTION 251**

- (Topic 10)

How is a service delivered between departments of same organization classified?

- A. Internal Service
- B. External Service
- C. Mission Critical service
- D. Organizational service.

Answer: A

**NEW QUESTION 253**

- (Topic 10)

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 256**

- (Topic 10)

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 259**

- (Topic 10)

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 263**

- (Topic 10)

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 265**

- (Topic 10)

Why is ITIL successful?

- A. It always guarantees cost savings
- B. Its practices are applicable to any IT organisation
- C. It makes technology architecture easy to design
- D. It can be fully implemented in 30 days

**Answer: B**

**NEW QUESTION 270**

- (Topic 10)

What BEST defines serviceability?

- A. How quickly a service or component can be restored to normal working order
- B. How long a service or component can perform its agreed function without failure
- C. The ability of a third-party supplier to meet the terms of its contract
- D. The part of the business process that is critical to providing the service

**Answer: C**

**NEW QUESTION 271**

- (Topic 10)

Which role is responsible for sponsoring, designing and change managing a process and its metrics?

- A. The process practitioner
- B. The process owner
- C. The service owner
- D. The process manager

**Answer: B**

**NEW QUESTION 272**

- (Topic 10)

How should entries in the CSI register be categorized?

- A. Based on priority, urgency and impact to the business and to all its stakeholders
- B. Based on small, medium or, large undertakings that can be done quickly, medium term or long term
- C. Based on IT service name, cost to the business and expected outcomes to the customer
- D. Based on best improvement opportunities in the organization to achieve a competitive advantage

**Answer: B**

**NEW QUESTION 276**

- (Topic 10)

Which process is responsible for managing all service requests from users?

- A. Change fulfilment
- B. Incident management
- C. Request fulfilment
- D. Event management

**Answer: C**

**NEW QUESTION 281**

- (Topic 10)

The configuration management system is part of which system?

- A. The availability management information system
- B. The capacity management information system
- C. The information security management system
- D. The service knowledge management system

**Answer: D**

**NEW QUESTION 286**

- (Topic 10)

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 288**

- (Topic 10)

What is the BEST description of a change proposal?

- A. Any request for change (RF
- B. submitted to change management
- C. An authorised change submitted to release and deployment
- D. An RFC that must be implemented as soon as possible
- E. A justification for a change with significant cost or risk

**Answer: D**

**NEW QUESTION 291**

- (Topic 10)

Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

- A. External Customers
- B. Suppliers
- C. Operations
- D. External Consultants

**Answer: B**

**NEW QUESTION 292**

- (Topic 10)

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 295**

- (Topic 10)

Which term describes if a service is fit for use?

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

**Answer: C**

**NEW QUESTION 300**

- (Topic 10)

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 303**

- (Topic 10)

What is the BEST description of the CSI register?

- A. It is a record of all authorised changes and their planned implementation dates
- B. It is a record of proposed improvement opportunities and the benefits that will be achieved
- C. It is a record of new services to be approved by a customer, including proposed implementation dates
- D. It is a record of completed improvements and the relevant customer satisfaction metric

**Answer: B**

**NEW QUESTION 308**

- (Topic 10)

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 309**

- (Topic 10)

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 314**

- (Topic 10)

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Change management
- B. IT service continuity management
- C. Financial management for IT services
- D. Service catalogue management

**Answer: B**

**NEW QUESTION 315**

- (Topic 10)

Which document shows a detailed analysis of business impact and benefits?

- A. A return on investment
- B. Service level requirements
- C. A business case
- D. A service level agreement

**Answer: C**

**NEW QUESTION 316**

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