Vendor:EXIN

Exam Code:EX0-001

Exam Name:ITIL Foundation (syllabus 2011)

Version: Demo

QUESTION 1

Which of the following are managed by facilities management?

1.

Hardware within a data centre or computer room

2.

Applications

3.

Power and cooling equipment

4.

Recovery sites

A. 1, 2 and 3 only

B. All of the above

C. 1, 3 and 4 only

D. 1 and 3 only

Correct Answer: C

QUESTION 2

IT Service Continuity strategy should be based on:

1) Design of the service technology 2) Business continuity strategy 3) Business Impact Analysis 4) Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C

QUESTION 3

Which of the following statements about processes is INCORRECT?

A. The output from a process has to conform to operational norms derived from business objectives

B. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

C. The objective of any IT process should be expressed in terms of business benefits and goals

D. A process may define policies, standards and guidelines

Correct Answer: B

QUESTION 4

What is most likely to cause a loss of faith in the Service Level Management process?

A. Measurements that match the customer\\'s perception of the service

B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)

C. Inclusion of items in the SLA that cannot be effectively measured

D. Involving customers in drafting Service Level Requirements

Correct Answer: C

QUESTION 5

Which statement about the emergency change advisory board (ECAB) is CORRECT?

A. The ECAB considers every high priority request for change (RFC)

B. Amongst the duties of the ECAB is the review of completed emergency changes

C. The ECAB will be used for emergency changes where there may not be time to call a full CAB

D. The ECAB will be chaired by the IT Director

Correct Answer: C

QUESTION 6

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

A. Service strategy

B. Service design

C. Service transition

D. Service operation

Correct Answer: B

QUESTION 7

Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?

A. The ITIL Complementary Guidance

B. The Service Support book

C. Pocket Guides

D. The Service Strategy book

Correct Answer: A

QUESTION 8

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 Answer: C

QUESTION 9

Which two elements of financial management for IT services are mandatory?

A. Budgeting and charging

B. Accounting and charging

C. Budgeting and accounting

D. Costing and charging

Correct Answer: C

QUESTION 10

Which of the following statements is CORRECT?

A. Process owners are more important to service management than service owners

B. Service owners are more important to service management than process owners

C. Service owners are as important to service management as process owners

D. Process owners and service owners are not required within the same organization

Correct Answer: C

QUESTION 11

Which of the following should IT service continuity strategy be based on?

1.

Design of the service metrics

2.

Business continuity strategy

3.

Business impact analysis (BIA)

4.

Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C

QUESTION 12

What does a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Correct Answer: C