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Exam : **EX0-117**

Title : ITIL Foundation (syllabus 2011)

Version : Demo

1.Which role is responsible for carrying out the activities of a process?
A. Process owner
B. Change manager
C. Service manager
D. Process practitioner
Answer: D

2.Which process or function is responsible for monitoring activities and events in the IT infrastructure?
A. Service level management
B. IT operations management
C. Capacity management
D. Incident management
Answer: B

3.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

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

5.Why are public frameworks, such as 1TIL, 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

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

7.The design of IT services requires the effective and efficient use of "the four Ps".

What are these four Ps?
A. People, process, partners, performance
B. Performance, process, products, plans
C. People, process, products, partners
D. People, products, plans, partners
Answer: C

8.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

9.Which two processes will contribute MOST to enabling effective problem detection?
A. Incident and financial management
B. Change and release and deployment management
C. Incident and event management
D. Knowledge and service level management
Answer: C

10.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

11.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

12.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

13.Which one of the following would NOT be defined as part of every process?
A. Roles
B. Inputs and outputs
C. Functions
D. Metrics
Answer: C

14.Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?
A. Service level management
B. Service catalogue management
C. Demand management
D. Service transition
Answer: B

15.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

16.Which of the following are objectives of service level management?
1: Defining, documenting and agreeing the level of FT services to be provided
2: Monitoring, measuring and reporting the actual level of services provided
3: Monitoring and improving customer satisfaction
4: Identifying possible future markets that the service provider could operate in
A. 1, 2 and 3 only
B. 1 and 2 only
C. 1, 2 and 4 only
D. All of the above
Answer: A

17.Which one of the following do technology metrics measure?
A. Components
B. Processes
C. The end-to-end service
D. Customer satisfaction
Answer: A

18.Which process includes business, service and component sub-processes?

A. Capacity management
B. Incident management
C. Service level management
D. Financial management
Answer: A

19.Which one of the following is NOT part of the service design stage of the service lifecycle?
A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes
Answer: A

20.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