



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

Correct Answer: B

QUESTION 2

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

- A. Service strategy
- B. Service transition
- C. Service operation
- D. Continual service improvement

Correct Answer: C

QUESTION 3

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
- B. Identification of risk, analysis and management of the exposure to risk
- C. Control of exposure to risk and investment of capital
- D. Training of all staff and investment of capital

Correct Answer: B

QUESTION 4

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?



- A. Service Level Management
- B. Change Management
- C. Incident Management
- D. Service Asset and Configuration Management

Correct Answer: D

QUESTION 5

Which stage of the change management process deals with what should be done if the change is unsuccessful?

- A. Remediation planning
- B. Categorization
- C. Prioritization
- D. Review and close

Correct Answer: A

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