



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

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

Correct Answer: B

QUESTION 2

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
- B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
- C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Correct Answer: B

QUESTION 3

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 Answer: B

QUESTION 4

How does Problem Management work with Change Management?

A. By installing changes to fix problems

B. By negotiating with Incident Management for changes in IT for Problem resolution

C. By issuing RFCs for permanent solutions

D. By working with users to change their IT configurations

Correct Answer: C

QUESTION 5

Which is NOT an example of a pattern of business activity (PBA)?

A. The seasonal variation in customer purchases from a supermarket

B. The peak period usage of counter services in a retail bank

C. The capacity usage of the network supporting service

D. The tendency for a government agency to submit its regulatory reports just before the deadline

Correct Answer: D

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