



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

What is the primary focus of component capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: C

QUESTION 2

Which of the following CANNOT be provided by a tool?

- A. Knowledge
- B. Information
- C. Wisdom
- D. Data

Correct Answer: C

QUESTION 3

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes which will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 4

Which of the following are benefits to the business of implementing Service Transition?

(1)



Ability to adapt quickly to new requirements

(2)

Reduced cost to design new services

(3)

Improved success in implementing changes

A.

1 and 2 only

B.

2 and 3 only

C.

1 and 3 only

D.

None of the above

Correct Answer: C

QUESTION 5

Which of the following activities would be performed by a process manager?

1.

Monitoring and reporting on process performance

2.

Identifying improvement opportunities

3.

Appointing people to required roles

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A



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