58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which one of the following includes four stages called Plan, Do, Check and Act?

A. The Deming Cycle

B. The continual service improvement approach

C. The seven-step improvement process

D. The service lifecycle

Correct Answer: A

QUESTION 2

What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers

B. Reporting intervals should be set by the service provider

C. Reports should be produced weekly

D. Service reporting intervals must be the same for all services

Correct Answer: A

QUESTION 3

Which of the following is the BEST definition of an Incident?

A. A warning that a threshold has been reached, something has changed, or a failure has occurred

B. An unplanned interruption to an IT service or reduction in the quality of an IT service

C. A change of state which has significance for the management of a Configuration Item or IT Service

D. Loss of ability to operate to specification, or to deliver the required output

Correct Answer: B

QUESTION 4

In which of the following situations should a Problem Record be created?

A. An event indicates that a redundant network segment has failed but it has not impacted any users

B. An Incident is passed to second-level support

C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents

D. Incident Management has found a workaround but needs some assistance in implementing it

Correct Answer: C

QUESTION 5

Which processes ensure the targets in the underpinning contracts are appropriate?

A. Design coordination and service level management

B. Supplier management and service level management

C. Service level management and availability management

D. Configuration management and service portfolio management

Correct Answer: B

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