



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which CSI step would define metrics be appropriate for?

- A. Where do we want to be?
- B. Did we get there?
- C. How do we keep the momentum going?
- D. Where are we now?

Correct Answer: D

QUESTION 2

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- B. It has an intended purpose or a resultant action
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

Correct Answer: B

QUESTION 3

Which of the following is the best definition of IT service management?

- A. An internal service provider that is embedded within a business unit
- B. A complete set of all the documentation required to deliver world class services to customers
- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

Correct Answer: D

QUESTION 4

Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board
- B. A person that provides formal authorization for a particular type of change.



C. A role, person or a group of people that provides formal authorization for a particular type of change.

D. The Change Manager who provides formal authorization for each change

Correct Answer: C

QUESTION 5

Which of these recommendations is best practice for service level management?

1.

Include legal terminology in service level agreements (SLAs)

2.

It is NOT necessary to be able to measure all the targets in an SLA

A. 1 only

B. 2only

C. Both of the above

D. Neither of the above

Correct Answer: D

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