



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

A Service design package (SDP) would normally be produced for which of the following?

1.
A new IT service
 2.
A major change to an IT service
 3.
An emergency change to an IT service
 4.
An IT service retirement
- A. 2, 3 and 4 only
- B. 1, 2 and 4 only
- C. None of the above
- D. All of the above

Correct Answer: B

QUESTION 2

What should a service design package (SDP) be produced for?

1.
A standard change
 2.
A minor change to a service
 3.
Removal of a service
 4.
A major change to a service
- A. 1 and 2
- B. 1 and 3



C. 2 and 4

D. 3 and 4

Correct Answer: D

QUESTION 3

Which two elements of financial management for IT services are mandatory?

A. Budgeting and charging

B. Accounting and charging

C. Budgeting and accounting

D. Costing and charging

Correct Answer: C

QUESTION 4

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

A. Plan

B. Do

C. Check

D. Act

Correct Answer: A

QUESTION 5

Which is an objective of access management?

A. To efficiently respond to requests for granting access to services

B. To detect changes of state that have significance for management of an IT service

C. To assist with general information, complaints or comments

D. To minimize the impact of incidents that cannot be prevented

Correct Answer: A



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