



# EX0-117<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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#### QUESTION 1

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

Correct Answer: B

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#### QUESTION 2

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

- A. Service strategy
- B. Service transition
- C. Service operation
- D. Continual service improvement

Correct Answer: C

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#### QUESTION 3

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier
- D. Administrator

Correct Answer: B

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#### QUESTION 4

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?



- A. Event management, incident management, problem management, request fulfilment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

Correct Answer: A

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#### QUESTION 5

What would be the next step in the continual service improvement (CSI) model after?

1.

What is the vision?

2.

Where are we now?

3.

Where do we want to be?

4.

How do we get there?

5.

Did we get there?

6.

?

A. What is the return on investment (ROI)?

B. How much did it cost?

C. How do we keep the momentum going?

D. What is the value on investment (VOI)?

Correct Answer: C

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