



EX0-117^{Q&As}

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

QUESTION 2

Which of the following is an enabler of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

Correct Answer: B

QUESTION 3

Which process would maintain policies, standards and models for service transition activities and processes?

- A. Change management
- B. Capacity management
- C. Service transition planning and support
- D. Release management

Correct Answer: C

QUESTION 4

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data



B. Information

C. Knowledge

D. Governance

Correct Answer: C

QUESTION 5

Which one of the following would NOT be defined as part of every process?

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Correct Answer: C

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