



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

ITIL Foundation (syllabus 2011)

## Pass home EX0-117 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/ex0-117.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by home  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

From the perspective of the service provider, who is the person or group that agrees their service targets?

- A. The user
- B. The customer
- C. The supplier
- D. The administrator

Correct Answer: B

---

### QUESTION 2

Which of the following is the BEST description of a service-based service level agreement (SLA)?

- A. The SLA covers one service, for all the customers of that service
- B. The SLA covers an individual customer group for all services they use
- C. An SLA that covers all customers for all services
- D. An SLA for a service with no customers

Correct Answer: A

---

### QUESTION 3

Which of the following activities are performed by a service desk?

- 1.  
Logging details of incidents and service requests
- 2.  
Providing first-line investigation and diagnosis
- 3.  
Restoring service
- 4.  
Implementing all standard changes

- A. All of the above
- B. 1, 2 and 3 only



C. 2 and 4 only

D. 3 and 4 only

Correct Answer: B

---

#### QUESTION 4

Which of the following areas would technology help to support during the service lifecycle?

1.

Data mining and workflow

2.

Measurement and reporting

3.

Release and deployment

4.

Process design

A. 2, 3 and 4 only

B. 1, 3 and 4 only

C. 1, 2 and 3 only

D. All of the above

Correct Answer: D

---

#### QUESTION 5

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

A. Change management

B. IT service continuity management

C. Financial management for IT services

D. Service catalog management

Correct Answer: B

---



VCE & PDF

PassApply.com

<https://www.passapply.com/ex0-117.html>

2024 Latest passapply EX0-117 PDF and VCE dumps Download

---

[Latest EX0-117 Dumps](#)

[EX0-117 PDF Dumps](#)

[EX0-117 Exam Questions](#)