EX0-117^Q&As

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following BEST describes partners\\' in the phrase people, processes, products and partners"?

A. Suppliers, manufacturers and vendors

B. Customers

C. Internal departments

D. The facilities management function

Correct Answer: A

QUESTION 2

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 3

Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs)

B. Third-party contracts

C. The service portfolio

D. Operational level agreements (OLAs)

Correct Answer: B

QUESTION 4

Where would you expect incident resolution targets to be documented?

A. A service level agreement (SLA)

B. A request for change (RFC)

C. The service portfolio

D. A service description

Correct Answer: A

QUESTION 5

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

A. A service option

B. A service transition package (STP)

C. A service design package (SDP)

D. A service charter

Correct Answer: C