



EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Which of the following should be done when closing an incident?

1.

Check the incident categorization and correct it if necessary

2.

Check that the user is satisfied with the outcome

A. 1 only

B. Both of the above

C. 2 only

D. Neither of the above

Correct Answer: B

QUESTION 2

Which one of the following statements about incident reporting and logging is CORRECT?

A. Incidents can only be reported by users

B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service

C. All calls to the service desk must be logged as incidents

D. Incidents reported by technical staff must also be logged as problems

Correct Answer: B

QUESTION 3

Which one of the following is NOT the responsibility of service catalogue management?

A. Ensuring that information in the service catalogue is accurate

B. Ensuring that service level agreements are maintained

C. Ensuring that information in the service catalogue is consistent with information in the service portfolio

D. Ensuring that all operational services are recorded in the service catalogue

Correct Answer: B



QUESTION 4

In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational level agreement (OLA)
- B. Capacity plan
- C. Service level agreement (SLA)
- D. SLA monitoring chart (SLAM)

Correct Answer: D

QUESTION 5

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the service desk can be logged
- C. All incidents must be fully logged
- D. The service desk decide which incidents to log

Correct Answer: C

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