



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

ITIL Foundation (syllabus 2011)

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### QUESTION 1

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

Correct Answer: B

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### QUESTION 2

Which of the following statements about standard changes are CORRECT?

1.

The approach is pre-authorized

2.

The risk is usually low and well understood

3.

Details of the change will be recorded

4.

Some standard changes will be triggered by the request fulfilment process

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

Correct Answer: D

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### QUESTION 3

Which of the following provide value to the business from service strategy?

1.

Enabling the service provider to have a clear understanding of what levels of service will make their customers



successful

2.  
Enabling the service provider to respond quickly and effectively to changes in the business environment

3.  
Support the creation of a portfolio of quantified services

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

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#### QUESTION 4

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

A. Return on investment (ROI), value on investment (VOI), quality

B. Strategic, tactical and operational

C. Critical success factors (CSFs), key performance indicators (KPIs), activities

D. Technology, process and service

Correct Answer: D

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#### QUESTION 5

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

A. Service Strategy

B. Continual Service Improvement

C. Service Operation

D. Service Design

Correct Answer: B