



ITIL-F^{Q&As}

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QUESTION 1

Which of the following statements is CORRECT for every process?

1.

It delivers its primary results to a customer or stakeholder

2.

It defines activities that are executed by a single function

A. Both of the above

B. 1 only

C. Neither of the above

D. 2 only

Correct Answer: B

QUESTION 2

What are underpinning contracts used to document?

A. The provision of IT services or business services by a service provider

B. The provision of goods and services by third party suppliers

C. Service levels that have been agreed between the internal service provider and their customer

D. Metrics and critical success factors (CSFs) for internal support teams

Correct Answer: B

QUESTION 3

Which process is responsible for managing all service requests from users?

A. Change fulfilment

B. Incident management

C. Request fulfilment

D. Event management

Correct Answer: C



QUESTION 4

Which of the following types of service should be included in the scope of service portfolio management?

1.

Those planned to be delivered

2.

Those being delivered

3.

Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: B

QUESTION 5

Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment?

A. Service portfolio management

B. Service level management

C. Service catalogue management

D. Service capacity management

Correct Answer: C

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