



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which stage of the service lifecycle identifies, defines and aligns the IT solution with the business requirements?

- A. Service transition
- B. Service design
- C. Service operation
- D. Service configuration

Correct Answer: B

QUESTION 2

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Correct Answer: B

QUESTION 3

Which processes ensure the targets in the underpinning contracts are appropriate?

- A. Design coordination and service level management
- B. Supplier management and service level management
- C. Service level management and availability management
- D. Configuration management and service portfolio management

Correct Answer: B

QUESTION 4

IT Service Continuity strategy should be based on:

(1)



Design of the service technology

(2)

Business continuity strategy

(3)

Business Impact Analysis

(4)

Risk assessment

A.

1, 2 and 4 only

B.

1, 2 and 3 only

C.

2, 3 and 4 only

D.

1, 3 and 4 only

Correct Answer: C

QUESTION 5

What BEST describes the value of service operation to the business?

A. It supports the creation of a portfolio of quantified services

B. It ensures IT services are continuously aligned to business requirements

C. It defines the control of service assets and configurations

D. It reduces the duration and frequency of service outages

Correct Answer: D

QUESTION 6

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

A. The part of a contract that specifies the responsibilities of each party

B. An agreement between the service provider and an internal organization



- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

Correct Answer: D

QUESTION 7

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

Correct Answer: C

QUESTION 8

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced total cost of ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

Correct Answer: D

QUESTION 9

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

QUESTION 10



Which is NOT a structure of service desk that is described in the ITIL service operation guidance?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

Correct Answer: C

QUESTION 11

Which of the following processes are performed by the service desk?

- 1.
Capacity management
- 2.
Request fulfillment
- 3.
Demand management
- 4.
Incident management

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

Correct Answer: C

QUESTION 12

Which of the following are responsibilities of a Service Level Manager?

- (1)
Agreeing targets in Service Level Agreements
- (2)
Designing the service so it can meet the targets



(3)

Ensuring all needed contracts and agreements are in place

A.

1 and 3 only

B.

All of the above

C.

2 and 3 only

D.

1 and 2 only

Correct Answer: B

QUESTION 13

Which process will regularly analyse incident data to identify discernible trends?

A. Service level management

B. Problem management

C. Change management

D. Event management

Correct Answer: B

QUESTION 14

In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

A. Only manage Incidents effectively through 1st and 2nd line

B. Only manage Incidents effectively through the 1st line

C. Only manage Incidents effectively at the 3rd line

D. Manage Incidents effectively through 1st, 2nd and 3rd line

Correct Answer: D



QUESTION 15

Which of the following does the Availability Management process include?

(1)

Ensuring services are able to meet availability targets

(2)

Monitoring and reporting actual availability

(3)

Improvement activities, to ensure that services continue to meet or exceed their availability goals

A.

1 only

B.

All of the above

C.

1 and 2 only

D.

1 and 3 only

Correct Answer: B

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