



# ITIL-F<sup>Q&As</sup>

ITIL Foundation

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#### QUESTION 1

In service design, which term describes services, technologies and tools?

- A. People
- B. Partners
- C. Products
- D. Processes

Correct Answer: C

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#### QUESTION 2

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

Correct Answer: C

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#### QUESTION 3

Which is an example of improving service utility using service management automation?

- A. Pre-determined routing of a service request
- B. Reducing the time to compile service data
- C. Monitoring service availability
- D. Faster resource allocation

Correct Answer: D

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#### QUESTION 4

Which of the following is the BEST description of a centralized service desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one



place

- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

Correct Answer: D

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#### QUESTION 5

Which one of the following is the BEST definition of the term `service management`?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interrelated, interacting or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

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#### QUESTION 6

ITSM concepts are often described in the context of only one of these type. Type I, type II and type III

- A. Service Units
- B. Business Units
- C. Service Providers
- D. Customers

Correct Answer: C

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#### QUESTION 7

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

Correct Answer: B

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#### QUESTION 8

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Correct Answer: B

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#### QUESTION 9

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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#### QUESTION 10

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

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#### QUESTION 11

What is used to control a process?

- A. Inputs



- B. Functions
- C. Objectives
- D. Stakeholders

Correct Answer: C

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#### QUESTION 12

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

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#### QUESTION 13

What BEST defines IT service management?

- A. An organization supplying services to only external customers.
- B. The customer of an IT Service provider who defines and agrees the service targets.
- C. The implementation and management of quality IT services that meet business needs.
- D. The resources that are utilized to provide value to customers through services.

Correct Answer: C

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#### QUESTION 14

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management
- B. Financial management
- C. Demand management
- D. Risk management

Correct Answer: B

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### QUESTION 15

Which of the following areas would technology help to support during the service lifecycle?

1.

Data mining and workflow

2.

Measurement and reporting

3.

Release and deployment

4.

Process design

A. 2 and 3 only

B. 2 and 4 only

C. 1 and 3 only

D. All of the above

Correct Answer: D

Exam J

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