

# ISEB

## Exam Questions ITILF

ITIL Foundation



#### NEW QUESTION 1

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline

**Answer: A**

#### NEW QUESTION 2

Which role is responsible for carrying out the activities of a process?

- A. Process owner
- B. Change manager
- C. Service manager
- D. Process practitioner

**Answer: D**

#### NEW QUESTION 3

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

**Answer: C**

#### NEW QUESTION 4

Which of the following are reasons why ITIL is successful?

- 1: ITIL is vendor neutral
- 2: It does not prescribe actions
- 3: ITIL represents best practice

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

**Answer: A**

#### NEW QUESTION 5

Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

**Answer: A**

#### NEW QUESTION 6

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data
- B. Information
- C. Knowledge
- D. Governance

**Answer: C**

#### NEW QUESTION 7

Which of the following would commonly be found in a contract underpinning an IT service?

- \* 1. Financial arrangements related to the contract
- \* 2. Description of the goods or service provided
- \* 3. Responsibilities and dependencies for both parties

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

**Answer:**

D

**NEW QUESTION 8**

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

**Answer: A**

**NEW QUESTION 9**

Which of the following BEST describes partners' in the phrase people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

**Answer: A**

**NEW QUESTION 10**

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

**Answer: D**

**NEW QUESTION 10**

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- A. Change proposal
- B. Change policy
- C. Service request
- D. Risk register

**Answer: A**

**NEW QUESTION 14**

Where should the following information be stored?

- 1: The experience of staff
- 2: Records of user behaviour
- 3: Supplier's abilities and requirements
- 4: User skill levels

- A. The forward schedule of change
- B. The service portfolio
- C. A configuration management database (CMDB)
- D. The service knowledge management system (SKMS)

**Answer: D**

**NEW QUESTION 16**

A process owner is responsible for which of the following?

- 1: Defining the process strategy
- 2: Assisting with process design
- 3: Improving the process
- 4: Performing all activities involved in a process

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

**Answer: C**

**NEW QUESTION 19**

Which of the following is NOT a valid objective of problem management?

- A. To prevent problems and their resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user

D. To eliminate recurring incidents

**Answer: C**

**NEW QUESTION 23**

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

**Answer: A**

**NEW QUESTION 26**

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users

**Answer: D**

**NEW QUESTION 31**

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand management
- B. Incident management
- C. Release and deployment management
- D. Request fulfillment

**Answer: D**

**NEW QUESTION 32**

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

**Answer: C**

**NEW QUESTION 34**

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

**Answer: B**

**NEW QUESTION 38**

Which of the following is an enabler of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

**Answer: B**

**NEW QUESTION 42**

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

**Answer: A**

**NEW QUESTION 43**

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

- 1: Providing an understanding of what strategy is
- 2: Ensuring a working relationship between the customer and service provider
- 3: Defining how value is created

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

**Answer: D**

**NEW QUESTION 44**

Which of the following statements about service asset and configuration management is/are CORRECT?

- 1: A configuration item (CI) can exist as part of any number of other CIs at the same time
- 2: Choosing which CIs to record will depend on the level of control an organization wishes to exert.

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: C**

**NEW QUESTION 48**

In which of the following areas would ITIL complementary guidance provide assistance?

- 1: Adapting best practice for specific industry sectors
- 2: Integrating ITIL with other operating models

- A. Both of the above
- B. Neither of the above
- C. Option 1 only
- D. Option 2 only

**Answer: A**

**NEW QUESTION 53**

Which areas of service management can benefit from automation?

- 1: Design and modeling
- 2: Reporting
- 3: Pattern recognition and analysis
- 4: Detection and monitoring

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

**Answer: D**

**NEW QUESTION 55**

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

**Answer: D**

**NEW QUESTION 60**

Which of the following activities are performed by a desk?

- 1: Logging details of incidents and service requests
- 2: Providing first-line investigation and diagnosis
- 3: Restoring service
- 4: Implementing all standard changes

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

**Answer: B**

**NEW QUESTION 63**

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

**Answer: C**

**NEW QUESTION 68**

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

**Answer: D**

**NEW QUESTION 71**

Which one of the following would NOT involve event management?

- A. Intrusion detection
- B. Recording and monitoring environmental conditions in the data centre
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

**Answer: C**

**Explanation:**

Reference: [http://wiki.en.it-processmaps.com/index.php/Event\\_Management](http://wiki.en.it-processmaps.com/index.php/Event_Management)

**NEW QUESTION 75**

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

**Answer: C**

**NEW QUESTION 78**

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

- 1: Monitoring system availability
- 2: Designing availability into a proposed solution

- A. None of the above
- B. Both of the above
- C. 1 only
- D. 2 only

**Answer: D**

**NEW QUESTION 81**

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

**Answer: D**

**NEW QUESTION 86**

Which of the following are benefits to the business of implementing service transition?

- 1: Better reuse and sharing of assets across projects and resources
- 2: Reduced cost to design new services
- 3: Result in higher volume of successful changes

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. None of the above

**Answer: C**

**NEW QUESTION 88**

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

**Answer: C**

**NEW QUESTION 91**

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

**Answer: B**

**NEW QUESTION 95**

What are the categories of events described in the ITIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

**Answer: C**

**NEW QUESTION 99**

Which of the following are types of service defined in ITIL?

- 1: Core
- 2: Enabling
- 3: Special

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

**Answer: C**

**NEW QUESTION 100**

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require
- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

**Answer: A**

**NEW QUESTION 102**

Which role is accountable for the operational management of a process?

- A. Process practitioner
- B. Process manager
- C. Service manager
- D. Change manager

**Answer: B**

**NEW QUESTION 104**

A Service design package (SDP) would normally be produced for which of the following?

- 1: A new IT service
- 2: A major change to an IT service
- 3: An emergency change to an IT service
- 4: An IT service retirement

- A. 2, 3 and 4 only
- B. 1, 2 and 4 only
- C. None of the above
- D. All of the above

**Answer: B**

**NEW QUESTION 106**

Which of the following is NOT a source of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

**Answer: B**

**NEW QUESTION 111**

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

**Answer: B**

**NEW QUESTION 115**

From the perspective of the service provider, who is the person or group that agrees their service targets?

- A. The user
- B. The customer
- C. The supplier
- D. The administrator

**Answer: B**

**NEW QUESTION 118**

What is the act of transforming resources and capabilities into valuable service better known as?

- A. Service management
- B. Incident management
- C. Resource management
- D. Service support

**Answer: A**

**NEW QUESTION 119**

Which of the following statements describes the objectives of service asset and configuration management?

- 1: To identify, control, report and verify service assets and configuration items (CIs)
- 2: To account for, manage and protect the integrity of service assets and configuration items
- 3: To establish and maintain an accurate and complete configuration management system
- 4: To document all security controls together with their operation and maintenance

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

**Answer: A**

**Explanation:**

Reference: [http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/service/servicetransition/service\\_asset/ITIL\\_guide%20to%20SA%20and%20CM%20management%20pdf](http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/service/servicetransition/service_asset/ITIL_guide%20to%20SA%20and%20CM%20management%20pdf). (see 'The purpose and objectives of service asset and configuration management; first and second bullet)

**NEW QUESTION 121**

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

**Answer: A**

**NEW QUESTION 122**

The difference between service metrics and technology metrics is BEST described as?

- A. Service metrics measure the end to end service; Technology metrics measure individual components
- B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness

- C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
- D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

**Answer:** A

**NEW QUESTION 124**

Which of the following statements is CORRECT?

- 1: The only phase of the Service Management Lifecycle where value can be measured is Service Operation
- 2: All of the phases of the lifecycle are concerned with the value of IT services

- A. Both of the above
- B. Neither of the above
- C. 2 only
- D. 1 only

**Answer:** C

**NEW QUESTION 128**

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A. The sourcing and delivering of the components of requested standard services (e. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

**Answer:** C

**NEW QUESTION 132**

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Services and Infrastructure
- B. Applications and Infrastructure
- C. Resources and Capabilities
- D. Utility and Warranty

**Answer:** C

**NEW QUESTION 137**

Which process would you MOST expect to be involved in the management of Underpinning Contracts?

- A. IT Designer/Architect
- B. Process Manager
- C. Service Catalogue Manager
- D. Supplier Manager

**Answer:** D

**NEW QUESTION 141**

Major Incidents require:

- A. Less documentation
- B. Longer timescales
- C. Less urgency
- D. Separate procedures

**Answer:** D

**NEW QUESTION 142**

Which of the following are Service Desk organizational structures?

- 1: Local Service Desk
- 2: Virtual Service Desk
- 3: IT Help Desk
- 4: Follow the Sun

- A. 2, 3 and 4 only
- B. 1, 2 and 4 only
- C. 1, 2 and 3 only
- D. 1, 3 and 4 only

**Answer:** B

**NEW QUESTION 145**

Which of the following is NOT an aim of the Change Management process?

- A. Overall business risk is optimized
- B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- C. All budgets and expenditures are accounted for
- D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

**Answer: C**

**NEW QUESTION 149**

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
- C. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- D. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries

**Answer: C**

**NEW QUESTION 153**

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
- B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
- C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

**Answer: B**

**NEW QUESTION 156**

Which of the following CANNOT be stored and managed by a tool?

- A. Data
- B. Wisdom
- C. Information
- D. Knowledge

**Answer: B**

**NEW QUESTION 161**

Which of the following is concerned with fairness and transparency?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

**Answer: B**

**NEW QUESTION 166**

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

**Answer: C**

**NEW QUESTION 168**

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

**Answer: C**

**NEW QUESTION 171**

Which of the following models would be MOST useful in helping to define an organizational structure?

- A. RACI model
- B. Service Model
- C. Continual Service improvement (CSI) mode

D. The Deming Cycle

**Answer:** A

**NEW QUESTION 176**

Which of these would fall outside the scope of a typical service change management process?

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

**Answer:** D

**NEW QUESTION 178**

What type of improvement should be achieved by using the Deming Cycle?

- A. Rapid, one-off improvement
- B. Return on investment within 12 months
- C. Quick wins
- D. Steady, ongoing improvement

**Answer:** D

**NEW QUESTION 183**

Which of the following activities are responsibilities of a Supplier Manager?

- 1) Negotiating and agreeing Contracts
- 2) Updating the Supplier and Contract database
- 3) Planning for possible closure, renewal or extension of contracts
- 4) Managing relationships with internal suppliers

- A. 1, 2 and 3 only
- B. 1, 3 and 4 only
- C. 2, 3 and 4 only
- D. None of the above

**Answer:** A

**NEW QUESTION 186**

Which of the following defines the level of protection in Information Security Management?

- A. The IT Executive
- B. The ISO27001 Standard
- C. The Business
- D. The Service Level Manager

**Answer:** C

**NEW QUESTION 188**

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- D. An SLA is with an external customer, an OLA is with an internal customer

**Answer:** A

**NEW QUESTION 191**

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

- A. Service Operation
- B. Service Strategy
- C. Service Transition
- D. Continual Service Improvement

**Answer:** C

**NEW QUESTION 196**

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management
- B. Facilities Management
- C. Event Management
- D. Demand Management

**Answer:** A

**NEW QUESTION 200**

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

**Answer:** B

**NEW QUESTION 202**

Which of the following are goals of Service Operation?

- 1: To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business
- 2: The successful release of services into the live environment

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer:** A

**NEW QUESTION 206**

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Access Management
- B. Incident Management
- C. Request Fulfillment
- D. Change Management

**Answer:** A

**NEW QUESTION 211**

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

- A. Service Level Management
- B. Change Management
- C. Incident Management
- D. Service Asset and Configuration Management

**Answer:** D

**NEW QUESTION 216**

Defining the processes needed to operate a new service is part of:

- A. Service Design: Design the processes
- B. Service Strategy: Develop the offerings
- C. Service Transition: Plan and prepare for deployment
- D. Service Operation: IT Operations Management

**Answer:** A

**NEW QUESTION 219**

What are the processes within Service Operation?

- A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
- B. Event Management, Incident Management
- C. Change Management and Access Management
- D. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management
- E. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

**Answer:** A

**NEW QUESTION 223**

Which of the following would be defined as part of every process?

- 1) Roles
- 2) Activities
- 3) Functions
- 4) Responsibilities

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

D. 1, 2 and 4 only

**Answer: D**

**NEW QUESTION 225**

Which of the following is the BEST description of a Business Case?

- A. A decision support and planning tool that projects the likely consequences of a business action
- B. A portable device designed for the secure storage and transportation of important documents
- C. A complaint by the business about a missed service level
- D. The terms and conditions in an IT outsource contract

**Answer: A**

**NEW QUESTION 228**

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

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. This includes technical staff
- D. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- E. Incidents reported by technical staff must be logged as Problems because technical staff manages infrastructure devices not services

**Answer: B**

**NEW QUESTION 233**

Which of these recommendations is good practice for Service Level Management?

- 1) Include legal terminology in Service Level Agreements (SLAs)
- 2) It is NOT necessary to be able to measure all the targets in an SLA

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: D**

**NEW QUESTION 237**

Identify the input to the Problem Management process.

- A. Request for Change
- B. Problem Resolution
- C. Incident Records
- D. New Known Errors

**Answer: C**

**NEW QUESTION 240**

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

**Answer: D**

**NEW QUESTION 241**

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. The change manager

**Answer: C**

**NEW QUESTION 242**

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

- A. Plan
- B. Do
- C. Check
- D. Act

Answer: A

**NEW QUESTION 243**

Which of the following are benefits to the business of implementing Service Transition?

- 1) Ability to adapt quickly to new requirements
- 2) Reduced cost to design new services
- 3) Improved success in implementing changes

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. None of the above

Answer: C

**NEW QUESTION 247**

Which of the following availability management activities are considered to be proactive as opposed to reactive?

- 1) Monitoring system availability
- 2) Designing availability into a proposed solution

- A. Neither of the above
- B. Both of the above
- C. 1 only
- D. 2 only

Answer: D

**NEW QUESTION 249**

What are the two major processes in Problem Management?

- A. Technical and Service
- B. Resource and Proactive
- C. Reactive and Technical
- D. Proactive and Reactive

Answer: D

**NEW QUESTION 254**

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

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

Answer: B

**Explanation:**

Reference: [http://en.wikipedia.org/wiki/Information\\_Technology\\_Infrastructure\\_Library#Service\\_Design](http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design)

**NEW QUESTION 259**

Which of the following are included within Release and Deployment Models?

- 1) Roles and responsibilities
- 2) Template release and deployment
- 3) Supporting systems, tools and procedures.
- 4) Handover activities and responsibilities

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

Answer: C

**NEW QUESTION 263**

Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

Answer: A

**NEW QUESTION 267**

Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

- 1) Allocate roles and responsibilities to work on CSI initiatives.
- 2) Measure and review that the CSI plan is executed and its objectives are being achieved.
- 3) Identify the scope, objectives and requirements for CSI.
- 4) Decision on implementation of further enhancement.

- A. 3-1-2-4
- B. 3-4-2-1
- C. 1-3-2-4
- D. 2-3-4-1

**Answer: A**

#### **NEW QUESTION 271**

Which is the BEST definition of a Configuration Item (CI)?

- A. An item of hardware or software registered in the asset database
- B. A collection of information used to describe a hardware or software item
- C. An asset, service component or other item that is, or will be, under the control of Configuration Management
- D. Information recorded by the Service Desk when an Incident is reported

**Answer: C**

#### **NEW QUESTION 273**

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