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**Vendor:**EXIN

**Exam Code:**ITIL-F

**Exam Name:**ITIL Foundation

**Version:**Demo

**QUESTION 1**

What should a release policy include?

- A. Roles and responsibilities across all the service transition processes.
- B. Roles and responsibilities for updating the configuration management database (CMDB).
- C. Criteria and authorization to exit early life support and handover to the service operation function.
- D. How request for changes (RFCs) are approved for software releases in the IT production environment.

Correct Answer: A

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**QUESTION 2**

Which describes an interface of incident management with service level management?

- A. Incident workarounds
- B. Creating a problem record
- C. Incident response times
- D. The status of faulty Cis

Correct Answer: C

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**QUESTION 3**

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

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**QUESTION 4**

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 5**

Which service lifecycle stage supports the creation of a portfolio of quantified services?

- A. Service strategy
- B. Service design
- C. Service level management
- D. Service operation

Correct Answer: A

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#### **QUESTION 6**

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming Cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Correct Answer: A

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#### **QUESTION 7**

Which of the following BEST describes a service level agreement (SLA)?

- A. A written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties
- B. A partnership developed between the IT service provider and the customer, so that a mutually beneficial agreement is reached
- C. The key service targets and responsibilities of both parties that are used to hold each party accountable when disputes arise
- D. An agreement between an IT service provider and another part of the same organization that assists with the provision of services

Correct Answer: A

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**QUESTION 8**

Which of the following should be done when closing an incident?

1.

Check the incident categorization and correct it if necessary

2.

Check that the user is satisfied with the outcome

A. 1 only

B. Both of the above

C. 2 only

D. Neither of the above

Correct Answer: B

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**QUESTION 9**

What service could include a differentiation as an "excitement factor"?

A. A core service

B. An enabling service

C. A packaged service

D. An enhancing service

Correct Answer: D

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**QUESTION 10**

Which three types of metric support Continual Service Improvement (CSI) activities?

A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics

B. Process metrics, software metrics and financial metrics

C. Technology metrics, process metrics and service metrics

D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

Correct Answer: C

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**QUESTION 11**

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- A. A capacity database
- B. A definitive media library
- C. A request for change
- D. A known error database

Correct Answer: D

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**QUESTION 12**

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

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

Correct Answer: C