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Vendor:Peoplecert

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QUESTION 1

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

Correct Answer: A

QUESTION 2

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

Correct Answer: A

QUESTION 3

Which types of communication would the functions within service operation use?

1.
Communication between data centre shifts

2.
Communication related to changes

3.
Performance reporting

4.
Routine operational communication

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 4

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

A. Service Strategy

B. Continual Service Improvement

C. Service Operation

D. Service Design

Correct Answer: B

QUESTION 5

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

A. Categorization

- B. Logging
- C. Prioritization
- D. Closure

Correct Answer: A

QUESTION 6

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

- A. Service level management
- B. Change management
- C. Incident management
- D. Service asset and configuration management

Correct Answer: D

QUESTION 7

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

Correct Answer: A

QUESTION 8

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment

D. Service Catalogue and Service Portfolio are different names for the same thing

Correct Answer: C

QUESTION 9

What do customers NOT have ownership of when receiving value from services?

- A. Specific costs and outcomes
- B. Specific costs and risks
- C. Specific risks and impacts
- D. Specific outcomes and impacts

Correct Answer: C

QUESTION 10

An incident is proving difficult to resolve. A technician informs their manager that more resource is needed to restore the service.

What has taken place?

- A. A functional escalation
- B. A service level escalation
- C. An incident resolution
- D. A hierarchic escalation

Correct Answer: D

QUESTION 11

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

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

Correct Answer: B

QUESTION 12

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