Vendor: Peoplecert

Exam Code:58

Exam Name:ITIL 2011 Foundation

Version: Demo

QUESTION 1

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

Correct Answer: A

QUESTION 2

What is a change of state that has significance for the management of a configuration item (CI) called?

A. An event

B. A baseline

C. A change to a service level agreement

D. A request for change (RFC)

Correct Answer: A

QUESTION 3

When tan a known error record tie raised?

(1)

At any time when it would be useful to do so

(2)

After a workaround has been found

A.

2 only

B.

1 only

C.

Neither of the above

D.

Both of the above

Correct Answer: C

QUESTION 4

What is a service delivered between two business units in the same organization known as?

A. Strategic service

B. Delivered service

C. Internal service

D. External service

Correct Answer: C

QUESTION 5

Which is the CORRECT activity to carry out the "How do we get there" phase of the Continual Service improvement approach?

A. Service and process improvement

B. Baseline assessments

C. Policy and governance review

D. Measurable targets

Correct Answer: A

QUESTION 6

Which process is used to compare the value that new services offer with the value of the services they have replaced?

A. Availability management

B. Capacity management

C. Service portfolio management

D. Service catalogue management

Correct Answer: C

QUESTION 7

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

A. The SLA covers one service, for all the customers of that service

B. The SLA covers an individual customer group for all services they use

C. An SLA that covers all customers for all services

D. An SLA for a service with no customers

Correct Answer: A

QUESTION 8

Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

(1)

Risk assessment

(2)

Testing of resilience mechanisms

(3)

Monitoring of component availability

A.

All of the above

B.

1 and 2 only

C.

1 and 3 only

D.

2 and 3 only

Correct Answer: B

QUESTION 9

The definitive media library is the responsibility of:

A. Facilities management

B. Access management

C. Request fulfillment

D. Service asset and configuration management

Correct Answer: D

QUESTION 10

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

Correct Answer: C

QUESTION 11

Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

A. Profit

B. Preparation

C. Products

D. Potential

Correct Answer: C

QUESTION 12

Which two elements of financial management for IT services are mandatory?

A. Budgeting and charging

B. Accounting and charging

C. Budgeting and accounting

D. Costing and charging

Correct Answer: C