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**Vendor:**ISEB

**Exam Code:**ITILF

**Exam Name:**ITIL® Foundation

**Version:**Demo

**QUESTION 1**

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced total cost of ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

Correct Answer: D

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**QUESTION 2**

Remediation planning is a key part of which process?

- A. Capacity management
- B. Change management
- C. Financial management for IT services
- D. Availability management

Correct Answer: B

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**QUESTION 3**

What is the ITIL guidance relating to the closure of resolved incidents?

- A. Anyone can close an incident once it has been resolved
- B. Only the technician that resolved the incident should close the incident
- C. Only the service desk should close resolved incidents
- D. Only the person who raised the incident should close it once it is resolved

Correct Answer: C

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**QUESTION 4**

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management

- C. Change management
- D. Request fulfillment

Correct Answer: B

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#### **QUESTION 5**

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

- A. The IT director
- B. The process owner
- C. The service owner
- D. The customer

Correct Answer: B

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#### **QUESTION 6**

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

Correct Answer: B

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#### **QUESTION 7**

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

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### QUESTION 8

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A. Service Transition
- B. Service Design
- C. Service Strategy
- D. Service Operation

Correct Answer: B

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### QUESTION 9

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

Correct Answer: C

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### QUESTION 10

Which of these is NOT a responsibility of Application Management?

- A. Ensuring that the correct skills are available to manage the infrastructure
- B. Providing guidance to IT Operations about how best to manage the application
- C. Deciding whether to buy or build an application
- D. Assisting in the design of the application

Correct Answer: A

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### QUESTION 11

The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved
- B. Immediately after the change has failed and needs to be backed out

C. After implementation but before the post implementation review

D. After the post implementation review has identified a problem with the change

Correct Answer: A

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## QUESTION 12

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