

**100%** Money Back  
**Guarantee**

**Vendor:**ISEB

**Exam Code:**ITILF2011

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**Version:**Demo

### QUESTION 1

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 2

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services are included
- B. All changes are mandated to be included
- C. Only changes to business critical systems are included
- D. Any changes that would benefit the organization are included

Correct Answer: D

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### QUESTION 3

Within service design, what is the key output handed over to service transition?

- A. Measurement, methods and metrics
- B. Service design package
- C. Service portfolio design
- D. Process definitions

Correct Answer: B

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### QUESTION 4

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management

- B. Problem management
- C. Change management
- D. Event management

Correct Answer: B

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#### QUESTION 5

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

Correct Answer: A

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#### QUESTION 6

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

Correct Answer: C

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### QUESTION 7

Which of the following would commonly be in a contract underpinning an IT service? 1) Marketing information 2) Contract description and scope 3) Responsibilities and dependencies

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

Correct Answer: C

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### QUESTION 8

Which one of the following do major incidents require?

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

Correct Answer: A

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### QUESTION 9

Which of the following statements is CORRECT?

- A. The CMS is part of the Configuration Management Data Base (CMDB)
- B. The KEDB and the CMS form part of the larger SKMS
- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

Correct Answer: B

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### QUESTION 10

Which of the following is the best definition of IT service management?

- A. An internal service provider that is embedded within a business unit

- B. A complete set of all the documentation required to deliver world class services to customers
- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

Correct Answer: D

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#### **QUESTION 11**

Which of the following questions does Service Strategy help answer with its guidance?

1.

How do we prioritize investments across a portfolio?

2.

What services to offer and to whom?

3.

What are the Patterns of Business Activity (PBA)?

A. 3 only

B. 1 only

C. 2 only

D. All of the above

Correct Answer: D

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#### **QUESTION 12**

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers

B. Stakeholders

C. Regulators

D. Accreditors

Correct Answer: B