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ITIL Foundation (V4)

Exin ITIL

Version Demo

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Topic Break Down

| Topic | No. of Questions |
|------------------------|------------------|
| Topic 1, Volume A | 59 |
| Topic 2, Volume B | 60 |
| Topic 3, Volume C | 60 |
| Topic 4, Volume D | 60 |
| Topic 5, Volume E | 60 |
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| Topic 7, Volume G | 64 |
| Topic 8, New Questions | 93 |
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QUESTION NO: 1

Why are public frameworks, such as 1TIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

ANSWER: A

QUESTION NO: 2

Which of the following activities are responsibilities of a Supplier Manager?

- 1) Negotiating and agreeing Contracts
 - 2) Updating the Supplier and Contract database
 - 3) Planning for possible closure, renewal or extension of contracts
 - 4) Managing relationships with internal suppliers
- A. 1, 2 and 3 only
 - B. 1, 3 and 4 only
 - C. 2, 3 and 4 only
 - D. None of the above

ANSWER: A

QUESTION NO: 3

Which of the following provide value to the business from service strategy?

- 1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
 - 2. Enabling the service provider to respond quickly and effectively to changes in the business environment
 - 3. Support the creation of a portfolio of quantified services
- A. All of the above

- B. 1 and 3 only
- C. 1 and 2 only
- D. 2 and 3 only

ANSWER: A

QUESTION NO: 4

Which of the following activities are performed by a desk?

1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes

- A. All of the above
- B. 1, 2 and 3 only
- C. 2 and 4 only
- D. 3 and 4 only

ANSWER: B

QUESTION NO: 5

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Early Life Support
- B. Service Test Manager
- C. Evaluation
- D. Release Packaging and Build Manager

ANSWER: A

QUESTION NO: 6

Which of the following is an enabler of best practice?

- A. Standards

- B. Technology
- C. Academic research
- D. Internal experience

ANSWER: B

QUESTION NO: 7

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

ANSWER: D

QUESTION NO: 8

Which of these would fall outside the scope of a typical service change management process?

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

ANSWER: D

QUESTION NO: 9

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

ANSWER: A

QUESTION NO: 10

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

ANSWER: D

QUESTION NO: 11

Which stage of the change management process deals with what should be done if the change is unsuccessful?

- A. Remediation planning
- B. Categorization
- C. Prioritization
- D. Review and close

ANSWER: A

QUESTION NO: 12

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

ANSWER: C

QUESTION NO: 13

What is the BEST description of the CSI register?

- A. It is a record of all authorised changes and their planned implementation dates
- B. It is a record of proposed improvement opportunities and the benefits that will be achieved
- C. It is a record of new services to be approved by a customer, including proposed implementation dates
- D. It is a record of completed improvements and the relevant customer satisfaction metric

ANSWER: B

QUESTION NO: 14

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Access management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Incident Management

ANSWER: B

QUESTION NO: 15

What BEST defines serviceability?

- A. How quickly a service or component can be restored to normal working order
- B. How long a service or component can perform its agreed function without failure
- C. The ability of a third-party supplier to meet the terms of its contract
- D. The part of the business process that is critical to providing the service

ANSWER: C

QUESTION NO: 16

Which role is responsible for carrying out the activities of a process?

- A. Process owner
- B. Change manager

- C. Service manager
- D. Process practitioner

ANSWER: D

QUESTION NO: 17

Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

- A. Business Objectives, IT Objectives, Process Metrics
- B. Process Models, Goals and Objectives
- C. Vision and Strategy, Tactical Goals and Operational Goals
- D. Business and IT Strategy and Process Definitions

ANSWER: C

QUESTION NO: 18

Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

ANSWER: B

QUESTION NO: 19

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- A. Change proposal
- B. Change policy
- C. Service request
- D. Risk register

ANSWER: A

QUESTION NO: 20

Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Reduction in the duration and frequency of service outages

- A.** All of the above
- B.** 1 and 3 only
- C.** 1 and 2 only
- D.** 2 and 3 only

ANSWER: C