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ITIL® Foundation

Exin ITIL-F

Version Demo

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Topic Break Down

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QUESTION NO: 1

Where should incident resolution targets to be documented?

- A. A service level agreement (SLA).
- B. A request for change (RFC).
- C. The service portfolio
- D. A service description

ANSWER: A

QUESTION NO: 2

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

ANSWER: B

QUESTION NO: 3

Which of the following activities would be performed by a process manager?

1. Monitoring and reporting on process performance
 2. Identifying improvement opportunities
 3. Appointing people to required roles
- 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 BEST describes 'partners' in the phrase "people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

ANSWER: A

QUESTION NO: 5

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

ANSWER: D

QUESTION NO: 6

Access management is responsible for implementing policies defined in which process?

- A. Service portfolio management
- B. Information security management
- C. Change management
- D. Problem management

ANSWER: B

QUESTION NO: 7

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

ANSWER: C

QUESTION NO: 8

What BEST describes the value of continual service improvement to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It results in gradual improvement in cost effectiveness
- C. It improves governance by building controls into service designs
- D. It provides quick and effective access to standard services

ANSWER: B

QUESTION NO: 9

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

ANSWER: A

QUESTION NO: 10

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA

- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

ANSWER: C

QUESTION NO: 11

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

ANSWER: B

QUESTION NO: 12

Which of the following is an enabler of best practice?

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

ANSWER: B

QUESTION NO: 13

Which of the following are valid parts of the service portfolio?

1. Service pipeline
 2. Service knowledge management system (SKMS)
 3. Service catalogue
- A. 1 and 2 only
 - B. 3 only
 - C. 1 and 3 only

D. All of the above

ANSWER: C

QUESTION NO: 14

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps".

What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

ANSWER: C

QUESTION NO: 15

Which of the following BEST describes service strategies' value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

ANSWER: D