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QUESTION NO: 1

Which of the following are included within Release and Deployment Models?

- (1) Roles and responsibilities
- (2) Template release and deployment
- (3) Supporting systems, tools and procedures.
- (4) Handover activities and responsibilities

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

ANSWER: C**QUESTION NO: 2**

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: 3**

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: 4

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

- A. Service strategy
- B. Service transition
- C. Service operation
- D. Continual service improvement

ANSWER: C

QUESTION NO: 5

Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

- A. Testing the tool and training process managers on using the process
- B. Development or purchase of tools and deployment of the tools
- C. Training tool administrators how to manage tools and monitoring tool performance in operational environment
- D. Development or purchase of tools and deployment of the process

ANSWER: A D

QUESTION NO: 6

What BEST defines IT service management?

- A. An organization supplying services to only external customers
- B. The customer of an IT service provider who defines and agrees the service targets
- C. The implementation and management of quality IT services that meet business needs
- D. The resources that are utilized to provide value to customers through services

ANSWER: C

Explanation:

Reference: https://en.wikipedia.org/wiki/IT_service_management

QUESTION NO: 7

Which is an important principle of communication in service operation?

- A. Information should always be communicated
- B. It has an intended purpose or a resultant action
- C. Meetings are always the best method of communication
- D. It is stored in the configuration management system

ANSWER: B

QUESTION NO: 8

As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

- (1) An internal service provider embedded within a business unit
 - (2) An internal service provider that provides shared IT services
 - (3) An external service provider
- A. All of the above
 - B. 1 and 2 only
 - C. 1 and 3 only
 - D. 2 and 3 only

ANSWER: A

QUESTION NO: 9

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)

- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

ANSWER: B

QUESTION NO: 10

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: 11

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