

DUMPS ARENA

ITIL Foundation (ITILF)

Exin ITILF

Version Demo

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QUESTION NO: 1

Which of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service. This includes technical staff
- C. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- D. Incidents reported by technical staff must be logged as Problems because technical staff manages infrastructure devices not services

ANSWER: B**QUESTION NO: 2**

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline

ANSWER: A**QUESTION NO: 3**

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- A. A capacity database
- B. A definitive media library
- C. A request for change
- D. A known error database

ANSWER: D

QUESTION NO: 4

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: 5**

Which is the CORRECT list of the three levels of a multi-level service level agreement (SLA)?

- A. Technology, customer, user
- B. Corporate, customer, service
- C. Corporate, customer, technology
- D. Service, user, IT

ANSWER: B**Explanation:**

Reference: <http://theartofservice.com/itil-service-level-agreement-structure.html>

QUESTION NO: 6

What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome
- B. Incident
- C. Change
- D. Problem

ANSWER: A

QUESTION NO: 7

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request fulfilment
- B. Service portfolio management
- C. Service desk
- D. IT finance

ANSWER: A**QUESTION NO: 8**

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**QUESTION NO: 9**

Which statement about change management is CORRECT?

- A. It optimizes overall business risk
- B. It optimizes financial exposure
- C. It ensures that all changes are authorized by the change advisory board (CAB)
- D. It ensures that service requests follow the normal change management process

ANSWER: C

Explanation:Reference: [https://en.wikipedia.org/wiki/Change_management_\(ITSM\)](https://en.wikipedia.org/wiki/Change_management_(ITSM))**QUESTION NO: 10**

Which is an outcome of service design?

- A. User training and awareness for the service is maximized
- B. Services and operational quality are enhanced
- C. Standard Services are provided quickly and efficiently across the business
- D. Expectations setting of all stakeholders for the services improved

ANSWER: B**QUESTION NO: 11**

What should be documented as part of every process?

- A. The process owner, process policy and set of process activities
- B. The service owner, service level agreement and set of process procedures
- C. The policy owner, operational level agreement and set of process steps
- D. The service manager, service contract and set of work instructions

ANSWER: A