

DUMPS ARENA

ITIL 2011 Foundation

PEOPLECERT 58

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QUESTION NO: 1

What does the term "Wisdom" represent within the Data-to-Information-to-Knowledge-to-Wisdom (DIKW)?

- A. The complete collection of all data and data repositories in the organization
- B. The knowledge to manage organization processes and people
- C. The complete collection of all process management structures in the organization
- D. The contextual awareness to provide strong common sense judgement

ANSWER: D**Explanation:**

Reference: <https://kvaes.wordpress.com/2013/05/31/data-knowledge-information-wisdom/>

QUESTION NO: 2

What term describes actions taken to recover after a failed change or release?

- A. Remediation
- B. Restoration
- C. Reactivation
- D. Reassurance

ANSWER: A**QUESTION NO: 3**

Which service transition process provides guidance about converting data into information?

- A. Change evaluation
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

ANSWER: B

QUESTION NO: 4

Which of the following BEST describes technical management?

- A. A function responsibilities for facilities management and building control systems
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsibilities for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT infrastructure

ANSWER: D

QUESTION NO: 5

Contracts relating to an outsourced Data Centre would be managed by?

- A. Service Desk
- B. IT Operations Control
- C. Technical Management
- D. Facilities Management

ANSWER: D

QUESTION NO: 6

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: 7

What are Request Models used for?

- A. Capacity Management
- B. Modeling arrival rates and performance characteristics of service requests
- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Identifying frequently received user requests and defining how they should be handled

ANSWER: D

QUESTION NO: 8

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: 9

Which is NOT within the scope of service transition?

- A. Managing major changes or new services into the operational environment.
- B. Defining how the service provider will meet the customer's required business outcomes.
- C. Ensuring that emergency changes are assessed for impact before implementation.
- D. Creating a logical model between the individual components and the overall service.

ANSWER: C

QUESTION NO: 10

Which CSI step would define metrics be appropriate for?

- A. Where do we want to be?
- B. Did we get there?
- C. How do we keep the momentum going?
- D. Where are we now?

ANSWER: D

QUESTION NO: 11

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

ANSWER: B