



**Vendor:** ISEB

**Exam Code:** BH0-012

**Exam Name:** Foundation Examination – ITIL (2012  
Onwards)

**Version:** DEMO

#### QUESTION 1

Which of the following are the MAIN objectives of incident management?

1. To automatically detect service-affecting events
  2. To restore normal service operation as quickly as possible
  3. To minimize adverse impacts on business operations
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- A. 1 and 2 only
  - B. 2 and 3 only
  - C. 1 and 3 only
  - D. All of the above

**Answer: B**

#### QUESTION 2

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

**Answer: A**

#### QUESTION 3

In terms of adding value to the business, which one of the following describes service operation's contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modelled
- D. Service value is visible to customers

**Answer: D**

#### QUESTION 4

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware
- B. Describes how the configuration items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

**Answer: B**

#### QUESTION 5

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

**Answer: B**

**QUESTION 6**

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

**Answer: C**

**QUESTION 7**

Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

**Answer: B**

**QUESTION 8**

Which areas of service management can benefit from automation?

1. Design and modelling
2. Reporting
3. Pattern recognition and analysis
4. Detection and monitoring

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

**Answer: D**

**QUESTION 9**

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design

D. Service level management

**Answer: B**

**QUESTION 10**

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**

**QUESTION 11**

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

**Answer: C**

**QUESTION 12**

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 13**

Which of the following should be documented in an incident model?

1. Details of the service level agreement (SLA) pertaining to the incident
  2. Chronological order of steps to resolve the incident
- A. 1 only
  - B. 2 only
  - C. Both of the above
  - D. Neither of the above

**Answer: B**

**QUESTION 14**

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 15**

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

**Answer: C**

**QUESTION 16**

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

**Answer: B**

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