



**Vendor:** EXIN

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**Exam Name:** ITIL Foundation (Syllabus 2011)

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#### QUESTION 1

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

1. Details of failed changes
  2. Updates to the change schedule
  3. Reviews of completed changes
- 
- A. All of the above
  - B. 1 and 2 only
  - C. 2 and 3 only
  - D. 1 and 3 only

**Answer: A**

#### QUESTION 2

Which of the following are types of service defined in ITIL?

1. Core
  2. Enabling
  3. Special
- 
- A. 1 and 3 only
  - B. All of the above
  - C. 1 and 2 only
  - D. 2 and 3 only

**Answer: C**

#### QUESTION 3

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

**Answer: B**

#### QUESTION 4

Which of the following can include steps that will help to resolve an incident?

1. Incident model
  2. Known error record
- 
- A. 1 only
  - B. 2 only
  - C. Both of the above
  - D. Neither of the above

**Answer: C**

**QUESTION 5**

Which types of communication would the functions within service operation use?

1. Communication between data centre shifts
2. Communication related to changes
3. Performance reporting
4. Routine operational communication

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

**Answer: D**

**QUESTION 6**

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

**Answer: A**

**QUESTION 7**

Which of the following activities are performed by a service desk?

1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes

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

**Answer: B**

**QUESTION 8**

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction

D. Conduct activities to deliver and manage services at agreed levels to business users

**Answer: D**

**QUESTION 9**

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

**Answer: A**

**QUESTION 10**

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

- A. Return on investment (ROI), value on investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical success factors (CSFs), key performance indicators (KPIs), activities
- D. Technology, process and service

**Answer: D**

**QUESTION 11**

Which of the following are classed as stakeholders in service management?

- 1. Customers
  - 2. Users
  - 3. Suppliers
- 
- A. All of the above
  - B. 1 and 3 only
  - C. 1 and 2 only
  - D. 2 and 3 only

**Answer: A**

**QUESTION 12**

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier
- D. Administrator

**Answer: B**

**QUESTION 13**

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 14**

Which of the following is the best definition of service management?

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

**Answer: B**

**QUESTION 15**

Which of the following CANNOT be provided by a tool?

- A. Knowledge
- B. Information
- C. Wisdom
- D. Data

**Answer: C**

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