



**Vendor:** ISEB

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**Exam Name:** ITIL V3 Foundation Certificate in IT Service Management

**Version:** DEMO

#### QUESTION 1

What are the three Service Provider business models?

- A. Internal Service provider, Outsourced 3rd party and Off-shore party
- B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C. Internal Service provider, External Service provider, Outsourced 3rd Party
- D. Internal Service provider, External Service provider, Shared Service Provider

**Answer: D**

#### QUESTION 2

Which of the following CANNOT be stored and managed by a tool?

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

**Answer: C**

#### QUESTION 3

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Incident Management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Access management

**Answer: B**

#### QUESTION 4

Which of the following statements is CORRECT?

- 1) The only phase of the Service Management Lifecycle where value can be measured is Service Operation
- 2) All of the phases of the lifecycle are concerned with the value of IT services

- A. Both of the above
- B. Neither of the above
- C. 2 only
- D. 1 only

**Answer: C**

#### QUESTION 5

What is the BEST description of the purpose of Service Operation?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle

- B. To proactively prevent all outages to IT Services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT Services at agreed levels to business users and customers

**Answer: D**

#### **QUESTION 6**

Which of the following is NOT an aim of the Change Management process?

- A. Overall business risk is optimized
- B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- C. All budgets and expenditures are accounted for
- D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

**Answer: C**

#### **QUESTION 7**

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

**Answer: C**

#### **QUESTION 8**

Which of the following statements is CORRECT?

- A. The CMS is part of the Configuration Management Data Base (CMDB)
- B. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)
- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The KEDB and the CMS form part of the larger SKMS

**Answer: D**

#### **QUESTION 9**

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

**Answer: D**

**QUESTION 10**

What would you use the seven Rs of Change Management for?

- A. To assist with the impact analysis for a Change request
- B. To review changes after they have been implemented
- C. To allocate the roles and responsibilities during the Change Management process
- D. To act as a framework for implementing a Change

**Answer: A**

**QUESTION 11**

Which of the following is the BEST definition of an Incident?

- A. Loss of ability to operate to specification, or to deliver the required output
- B. A change of state which has significance for the management of a Configuration Item or IT Service
- C. A warning that a threshold has been reached, something has changed, or a failure has occurred
- D. An unplanned interruption to an IT service or reduction in the quality of an IT service

**Answer: D**

**QUESTION 12**

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements
- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

**Answer: C**

**QUESTION 13**

Which of the following is NOT a characteristic of a process?

- A. It is measurable
- B. Delivers specific results
- C. A method of structuring an organization
- D. Responds to specific events

**Answer: C**

**QUESTION 14**

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

- A. IT Designer/Architect
- B. Process Manager
- C. Service Catalogue Manager
- D. Supplier Manager

**Answer: D**

**QUESTION 15**

Which of the following is NOT the responsibility of the Service Catalogue Manager?

- A. Ensuring that information in the Service Catalogue is accurate
- B. Ensuring that information within the Service Pipeline is accurate
- C. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- D. Ensuring that all operational services are recorded in the Service Catalogue

**Answer: B**

**QUESTION 16**

The difference between service metrics and technology metrics is BEST described as?

- A. Service metrics measure the end to end service; Technology metrics measure individual components
- B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
- C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
- D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

**Answer: A**

**QUESTION 17**

The term 'Service Management' is best used to describe?

- A. Units of organizations with roles to perform certain activities
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. The management of functions within an organization to perform certain activities
- D. A set of specialized organizational capabilities for providing functions to customers in the form of services

**Answer: B**

**QUESTION 18**

Which of the following is the BEST definition of an Incident?

- A. A warning that a threshold has been reached, something has changed, or a failure has occurred
- B. An unplanned interruption to an IT service or reduction in the quality of an IT service
- C. A change of state which has significance for the management of a Configuration Item or IT Service
- D. Loss of ability to operate to specification, or to deliver the required output

**Answer: B**

**QUESTION 19**

Who is responsible for ensuring that the Request Fulfillment process is being performed

according to the agreed and documented process?

- A. The Request Fulfillment Process Manager
- B. The Request Fulfillment Process Owner
- C. The Service Desk Manager
- D. The Service Manager

**Answer: B**

**QUESTION 20**

Which Service Design process makes the most use of data supplied by Demand Management?

- A. IT Service Continuity Management
- B. Service Level Management
- C. Service Catalogue Management
- D. Capacity Management

**Answer: D**

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