DUMPSARENA

ITIL Foundation (ITILF)

Exin ITILF

Version Demo

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QUESTION NO: 1

What is part of a configuration management system (CMS)?

1. Configuration records

2. Configuration management databases

3. Physical assets

4. Release plans

A. 1 and 2

B. 1 and 3

C. 2 and 4

D. 3 and 4

ANSWER: A

QUESTION NO: 2

Which of the following statements about communication within Service Operation are CORRECT?

1. All communication must have an intended purpose or resultant action

2. Communication should not take place without a clear audience

A. 1 only

B. 2 only

C. Both of the above

D. None of the above

ANSWER: C

QUESTION NO: 3

In the phrase "People, Processes, Products and Partners". Products refers to:

A. IT Infrastructure and Applications

B. Services, technology and tools

C. Goods provided by third parties to support the IT Services

D. All assets belonging to the Service Provider

ANSWER: B

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 of the following options is a hierarchy that is used in knowledge management?

A. Wisdom - Information - Data - Knowledge

B. Data - Information - Knowledge - Wisdom

C. Knowledge - Wisdom - Information - Data

D. Information - Data - Knowledge - Wisdom

ANSWER: B

QUESTION NO: 6

Which one of the following are the two primary elements that create value for customers?

A. Value on investment (VOI) and return on investment (ROI)

B. Customer and user satisfaction

C. Service requirements and warranty

D. Resources and capabilities

ANSWER: D

QUESTION NO: 7

Which list includes information that would be collected when any incident is first logged?

A. Unique reference number, escalation activity, incident priority

B. Unique reference number, incident priority, description of symptoms

C. Escalation activity, closure category, resolution date and time

D. Closure category, description of symptoms, resolution date and time

ANSWER: B

QUESTION NO: 8

What is the BEST description of a change proposal?

A. Any request for change (RFC) submitted to change management

B. An authorized change submitted to release and deployment

C. An RFC that must be implemented as soon as possible

D. A justification for a change with significant cost or risk

ANSWER: D

QUESTION NO: 9

What BEST describes the customers and users of an IT service provider?

A. Customers buy IT services; users use IT services

B. Customers design IT services; users test IT services

C. Customers sell IT services; users improve IT services

D. Customers agree the service levels; users buy IT services

ANSWER: A

QUESTION NO: 10

Which stage of the service lifecycle includes catalogue management, information security management, and supplier management?

A. Service strategy

B. Service design

C. Service transition

D. Service operation

ANSWER: B

QUESTION NO: 11

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

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