DUMPS🏅ARENA

ITIL 2011 Foundation

PEOPLECERT 58

Version Demo

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QUESTION NO: 1

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: 2

Which of the following is service transition planning and support NOT responsible for?

A. Prioritizing conflicts for service transition resources

B. Coordinating the efforts required to manage multiple simultaneous transitions

C. Maintaining policies, standards and models for service transition activities and processes

D. Detailed planning of the build and test of individual changes

ANSWER: D

QUESTION NO: 3

Which one of the following is the BEST description of a service level agreement (SLA)?

A. The part of a contract that specifies the responsibilities of each party

B. An agreement between the service provider and an internal organization

C. An agreement between a service provider and an external supplier

D. An agreement between the service provider and their customer

ANSWER: D

QUESTION NO: 4

What is the entry point or the first level of the V model?

A. Service Solution

B. Customer / Business Needs

C. Service Release

D. Service Requirements

ANSWER: B

QUESTION NO: 5

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 NO: 6

Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not

B. Resources and capabilities are both types of service asset

C. Capabilities are types of service asset and resources are not

D. Neither capabilities nor resources are types of service asset

ANSWER: B

QUESTION NO: 7

Which of the following statements is CORRECT?

A. The CMS is part of the Configuration Management Data Base (CMDB)

B. The KEDB and the CMS form part of the larger SKMS

C. The Service Knowledge Management System (SKMS) is part of the CMS

D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

ANSWER: B

QUESTION NO: 8

Which of the following does the Availability Management process include?

(1) Ensuring services are able to meet availability targets

(2) Monitoring and reporting actual availability

(3) Improvement activities, to ensure that services continue to meet or exceed their availability goals

A. 1 only

B. All of the above

C. 1 and 2 only

D. 1 and 3 only

ANSWER: B

QUESTION NO: 9

What is a service delivered between two business units in the same organization known as?

A. Strategic service

B. Delivered service

C. Internal service

D. External service

ANSWER: C

QUESTION NO: 10

Which areas of service management can benefit from automation?

1. Design and modeling

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 NO: 11

Who is responsible for defining metrics for change management?

A. The change management process owner

B. The change advisory board (CAB)

C. The service owner

D. The continual service improvement manager

ANSWER: A