

QUESTIONS & ANSWERS

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ISEB

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The Foundation Examination - ITIL



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QUESTION: 403

Which of the following statements is FALSE?

- A. If the root cause and a temporary work-around have been identified for a problem it becomes a known error
- B. All known errors need to be resolved to user satisfaction
- C. A known error can be kept open when a work-around is being used
- D. Incidents are not the only source of known errors

Answer: B

QUESTION: 404

The Requirements and Strategy phase of the Business Continuity Life-cycle comprises:

- A. Initial testing, Education and Awareness and Assurance
- B. Education and Awareness, Review and Audit
- C. Organization and Implementation Planning and Risk Reduction Measures
- D. Business Impact Analysis, Risk Assessment and Business Continuity Strategy

Answer: D

QUESTION: 405

Which of these statements reflect the activities of IT Financial Management?

1. IT Financial Management may calculate the prices to be charged for IT services
2. IT Financial Management ensures that the IT department charges those who benefit from IT

- A. Only 1
- B. Only 2
- C. Neither
- D. 1 and 2

Answer: A

QUESTION: 406

During the release planning stage you identify that the changes you are about to make to a service will necessitate changes in related software systems. Once all the changes have been fully tested, which type of release will be used to deliver them into the live environment?

- A. Full Release
- B. Package Release
- C. Emergency
- D. Delta Release

Answer: B

QUESTION: 407

Typically the decision on what should be the lowest level of CI recorded is influenced mostly by:

- A. The reliability of the CIs
- B. The level at which components will be independently changed
- C. The suitability of the available software to hold the information
- D. The availability of spares for CIs

Answer: B

QUESTION: 408

As part of your IT Continuity Planning you have been asked to undertake a comprehensive Risk Analysis. Which of the following is most likely to be of use to you in drawing up your plan?

- A. The Forward Schedule of Change, produced by Change Management
- B. A Service Catalogue plus an understanding of the business criticality of each of the services
- C. A list of Services and Operational Level Agreements
- D. A report produced by Incident Management detailing the incidents affecting IT Services over the last month

Answer: B

QUESTION: 409

An overhead would normally be regarded as which of the following?

- A. A discounted charge
- B. The market price
- C. An indirect cost
- D. A direct cost

Answer: C

QUESTION: 410

Consider the following activities:

1. The analysis of raw data
2. The identification of trends
3. The definition of Service Management processes
4. The implementation of preventive measures

Which of the above should be easier after implementing a good IT Service Management software tool?

- A. All of them
- B. 2 and 3
- C. None of them
- D. 1, 2 and 4

Answer: D

QUESTION: 411

The CMDB:

- A. Must be available for update 7 x 24 if any of the services supported by the IT supplier are available 7 x 24
- B. Is updated by Configuration Management staff at the end of each working day
- C. Holds information that will be useful to the majority of IT Service Management processes
- D. Must be verified for accuracy monthly with trend reports on errors distributed to management quarterly

Answer: C

QUESTION: 412

Which of the following is NOT a valid method of tuning?

- A. Balancing disc traffic
- B. Making more efficient use of processing capacity
- C. Installing a new server
- D. Balancing workloads

Answer: C

QUESTION: 413

For an organization implementing the ITIL IT Service Management processes which of the following statements is most accurate?

- A. The full benefits will only be realized if all IT staff are fully qualified in IT Service Management.
- B. The full benefits will only be realized if Incident & Problem Management processes are implemented first.
- C. The full benefits will only be realized if the business requirements are first ascertained and then the processes are implemented in an integrated way.
- D. The full benefits will only be realized if regular reviews are undertaken with customers.

Answer: C

QUESTION: 414

Which of the following would NOT be a performance measurement for the Service Level Management function?

- A. What percentage of services are covered by SLAs?
- B. Are service review meetings held on time and correctly minute?
- C. Are customer perceptions of service improving?
- D. How many services are included within the CMDB?

Answer: D

QUESTION: 415

Which of the following is NOT an element of Availability Management?

- A. Verification
- B. Security
- C. Reliability
- D. Maintainability

Answer: A

QUESTION: 416

Which of the following statements is TRUE?

- A. Physical copies of all CIs are stored in the DSL
- B. Release Management is responsible for managing the organization's rights and obligations regarding software
- C. The DSL contains source code only
- D. A change may only be developed from non-definitive versions of software in the case of an urgent release

Answer: B

QUESTION: 417

Which of the following metrics would you most associate with the Service Desk?

- A. The number of high priority incidents occurring
- B. The support team which resolves the greatest number of problems
- C. The number of problems solved in a day
- D. The mean time between failure

Answer: A

QUESTION: 418

Potential benefits from managing IT Service Continuity are:

1. Lower insurance premiums
2. Fulfillment of mandatory or regulatory requirements
3. Reduced business disruption in the event of a disaster
4. Better management of risk and the consequent reduction of the impact of failure

- A. 2 and 4
- B. 2, 3 and 4
- C. All of them
- D. 1, 2 and 4

Answer: C

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