

QUESTIONS & ANSWERS

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ITIL 2011 Foundation



Answer: D

QUESTION: 119

The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved
- B. Immediately after the change has failed and needs to be backed out
- C. After implementation but before the post implementation review
- D. After the post implementation review has identified a problem with the change

Answer: A

QUESTION: 120

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services
- B. It is mandatory that all changes are subject to design coordination activity
- C. Only changes to business critical systems
- D. Any change that the organization believes could benefit

Answer: D

QUESTION: 121

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management
- B. Service portfolio management
- C. Service desk
- D. Business relationship management

Answer: D

QUESTION: 122

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Answer: D

QUESTION: 123

What are customers of IT services who work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Answer: D

QUESTION: 124

Access management is closely related to which other process?

- A. Capacity management only
- B. 3rd line support
- C. Information security management
- D. Change management

Answer: C

QUESTION: 125

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

Answer: B

QUESTION: 126

Which of the following is the BEST reason for categorizing incidents?

- A. To establish trends for use in problem management and other IT service management (ITSM) activities
- B. To ensure service levels are met and breaches of agreements are avoided
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

Answer: A

QUESTION: 127

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so
- B. No: the Known Error should be created before the problem is logged
- C. No: a known error record is created when the original incident is raised
- D. No: a known error record should be created with the next release of the service

Answer: A

QUESTION: 128

Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services

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

Answer: A

QUESTION: 129

Which of the following would be examined by a major problem review?

1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

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

Answer: D

QUESTION: 130

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware
- B. Describes how the configuration items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

Answer: B

QUESTION: 131

Which of the following are sources of best practice?

- 1. Academic research
- 2. Internal experience
- 3. Industry practices

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

Answer: A

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