

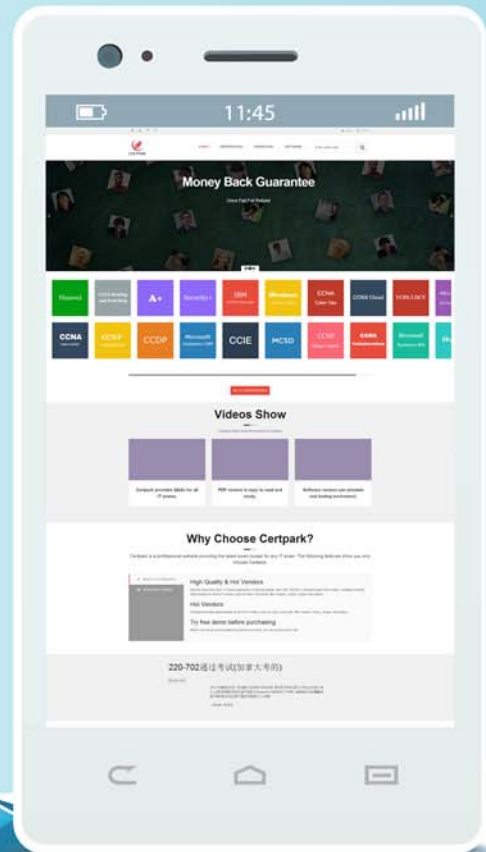
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QUESTION & ANSWER



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Exam : ITIL

Title : ITIL Foundation v.3

Version : DEMO

1.Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

Answer: B

2.What are the categories of event described in the UIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

Answer: C

3.Which of the following are reasons why ITILis successful?

- 1.ITIL is vendor neutral
 - 2.It does not prescribe actions
 - 3.ITIL represents best practice
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only

Answer: A

4.Consider the following list:

- 1.Change authority
- 2.Change manager
- 3.Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

- A. Job descriptions
- B. Functions
- C. Teams
- D. Roles, people or groups

Answer: D

5.A process owner has been identified with an “I” in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity
- C. Be kept up-to-date onthe progress of an activity
- D. Manage an activity

Answer: C