

EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

Correct Answer: B

QUESTION 2

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

QUESTION 3

Which of the following activities are performed by a desk?

1.
Logging details of incidents and service requests
 2.
Providing first-line investigation and diagnosis
 3.
Restoring service
 4.
Implementing all standard changes
- A. All of the above

- B. 1, 2 and 3 only
- C. 2 and 4 only D. 3 and 4 only

Correct Answer: B

QUESTION 4

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on responsiveness
- C. Vendor focused
- D. Extreme internal focus

Correct Answer: D

QUESTION 5

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Correct Answer: B

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