

## ITILF Dumps

## ITIL Foundation

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**NEW QUESTION 1**

Which role is responsible for carrying out the activities of a process?

- A. Process owner
- B. Change manager
- C. Service manager
- D. Process practitioner

**Answer: D**

**NEW QUESTION 2**

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

**Answer: C**

**NEW QUESTION 3**

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming Cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

**Answer: A**

**NEW QUESTION 4**

Which of the following are reasons why ITIL is 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**

**NEW QUESTION 5**

The consideration of value creation is a principle of which stage of the service lifecycle?

- A. Continual service improvement
- B. Service strategy
- C. Service design
- D. Service transition

**Answer: B**

**NEW QUESTION 6**

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced total cost of ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

**Answer: D**

**NEW QUESTION 7**

Which process is responsible for managing relationships with vendors?

- A. Change management
- B. Service portfolio management
- C. Supplier management
- D. Continual service improvement

**Answer: C**

**NEW QUESTION 8**

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

**Answer: B**

**NEW QUESTION 9**

Which of the following BEST describes partners' in the phrase people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

**Answer: A**

**NEW QUESTION 10**

Which of the following BEST describes service strategies value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

**Answer: D**

**NEW QUESTION 10**

Which of the following types of service should be included in the scope of service portfolio management?

- 1: Those planned to be delivered
- 2: Those being delivered
- 3: Those that have been withdrawn from service

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

**Answer: B**

**NEW QUESTION 14**

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) approach
- D. The Deming Cycle

**Answer: A**

**NEW QUESTION 19**

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

**Answer: B**

**NEW QUESTION 23**

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

**Answer: B**

**NEW QUESTION 25**

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

**Answer:** D

**NEW QUESTION 26**

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

**Answer:** A

**NEW QUESTION 28**

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

**Answer:** D

**NEW QUESTION 31**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfilment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

**Answer:** A

**NEW QUESTION 35**

With which process is problem management likely to share categorization and impact coding systems?

- A. Incident management
- B. Service asset and configuration management
- C. Capacity management
- D. IT service continuity management

**Answer:** A

**NEW QUESTION 37**

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
- B. The design of new or changed services
- C. The design of market spaces
- D. The design of the technology architectures

**Answer:** C

**NEW QUESTION 40**

Which of the following is the correct definition of an outcome?

- A. The results specific to the clauses in a service level agreement (SLA)
- B. The result of carrying out an activity, following a process or delivering an IT service
- C. All the accumulated knowledge of the service provider
- D. All incidents reported to the service desk

**Answer:** B

**NEW QUESTION 44**

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users

**Answer:** D

**NEW QUESTION 49**

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
- B. Identification of risk, analysis and management of the exposure to risk
- C. Control of exposure to risk and investment of capital
- D. Training of all staff and investment of capital

**Answer:** B

**NEW QUESTION 51**

Which of the following is the best definition of service management?

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

**Answer:** B

**NEW QUESTION 52**

Which of the following areas would technology help to support during the service lifecycle?

- 1: Data mining and workflow
- 2: Measurement and reporting
- 3: Release and deployment
- 4: Process design

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

**Answer:** D

**NEW QUESTION 54**

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

**Answer:** B

**NEW QUESTION 58**

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

**Answer:** B

**NEW QUESTION 62**

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

**Answer:** A

**NEW QUESTION 65**

What are the categories of event described in the ITIL service operation book?

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

**Answer:** C

**NEW QUESTION 68**

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

**Answer: C**

**NEW QUESTION 73**

Which of the following CANNOT be provided by a tool?

- A. Knowledge
- B. Information
- C. Wisdom
- D. Data

**Answer: C**

**NEW QUESTION 76**

Which one of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To ensure that service changes create the expected business value
- C. To minimize the impact of service outages on day-to-day business activities
- D. To plan and manage entries in the service catalogue

**Answer: B**

**NEW QUESTION 79**

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

**Answer: B**

**NEW QUESTION 81**

Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

**Answer: B**

**NEW QUESTION 86**

Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

**Answer: B**

**NEW QUESTION 87**

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**

**NEW QUESTION 89**

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**

**NEW QUESTION 91**

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

**Answer: B**

**NEW QUESTION 96**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

**Answer: A**

**NEW QUESTION 101**

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

**Answer: A**

**NEW QUESTION 106**

The multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

**Answer: D**

**NEW QUESTION 108**

Which one of the following activities would be performed by access management?

- A. Providing physical security for staff at data centers and other buildings
- B. Managing access to computer rooms and other secure locations
- C. Managing access to the service desk
- D. Managing the rights to use a service or group of services

**Answer: D**

**NEW QUESTION 109**

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

**Answer: D**

**NEW QUESTION 111**

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

**Answer: C**

**NEW QUESTION 114**

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

- A. Service level management
- B. Change management
- C. Incident management
- D. Service asset and configuration management

**Answer: D**

**NEW QUESTION 117**

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes which will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

**Answer: D**

**NEW QUESTION 120**

What are the three service provider business models?

- A. Internal service provider, outsourced 3rd party and off-shore party
- B. Internal service operations provider, external service operations provider, shared service unit
- C. Internal service provider, external service provider, outsourced 3rd party
- D. Internal service provider, external service provider, shared service unit

**Answer: D**

**NEW QUESTION 124**

Which of the following statements is CORRECT for every process?

- 1: It delivers its primary results to a customer or stakeholder
- 2: It defines activities that are executed by a single function

- A. Both of the above
- B. 1 only
- C. Neither of the above
- D. 2 only

**Answer: B**

**NEW QUESTION 127**

Which of the following are within the scope of service asset and configuration management?

- 1: Identification of configuration items (CIs)
- 2: Recording relationships between CIs
- 3: Recording and control of virtual CIs
- 4: Approving finance for the purchase of software to support service asset and configuration management

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

**Answer: A**

**NEW QUESTION 128**

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

**Answer: B**

**NEW QUESTION 130**

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

**Answer: B**

**NEW QUESTION 131**

Which of the following is MOST concerned with the design of new or changed services?

- A. Change management
- B. Service transition
- C. Service strategy
- D. Service design

**Answer: D**

**NEW QUESTION 135**

Which of the following is the BEST description of a centralized service desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

**Answer: D**

**NEW QUESTION 140**

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations
- B. They are measurable
- C. They deliver specific results
- D. They respond to specific events

**Answer: A**

**NEW QUESTION 144**

Which of these recommendations is best practice for service level management?

- 1: Include legal terminology in service level agreements (SLAs)
- 2: It is NOT necessary to be able to measure all the targets in an SLA

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: D**

**NEW QUESTION 145**

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

**Answer: A**

**NEW QUESTION 149**

Which of the following processes are performed by the service desk?

- 1: Capacity management
- 2: Request fulfillment
- 3: Demand management
- 4: Incident management

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

**Answer: C**

**NEW QUESTION 152**

Which two elements of financial management for IT services are mandatory?

- A. Budgeting and charging
- B. Accounting and charging
- C. Budgeting and accounting
- D. Costing and charging

**Answer: C**

**NEW QUESTION 157**

Which process would maintain policies, standards and models for service transition activities and processes?

- A. Change management
- B. Capacity management
- C. Service transition planning and support
- D. Release management

**Answer: C**

**NEW QUESTION 160**

Which of the following would NOT be contained in a release policy?

- A. Naming and numbering conventions
- B. Entry and exit criteria of the release into testing
- C. Roles and responsibilities for the release
- D. The risk register for the release

**Answer: D**

**NEW QUESTION 165**

Which of the following can include steps that will help to resolve an incident?

- 1: Incident model
- 2: Known error record

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: C**

**NEW QUESTION 169**

Which of the following sentences BEST describes a Standard Change?

- A. A change to the service provider's established policies and guidelines
- B. A pre-authorized change that has an accepted and established procedure
- C. A change that is made as the result of an audit
- D. A change that correctly follows the required change process

**Answer: B**

**NEW QUESTION 173**

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

**Answer: D**

**NEW QUESTION 174**

Which of the following are responsibilities of a Service Level Manager?

- 1: Agreeing targets in Service Level Agreements
- 2: Designing the service so it can meet the targets
- 3: Ensuring all needed contracts and agreements are in place

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

**Answer: A**

**NEW QUESTION 179**

Which of the following is NOT the responsibility of Service Catalogue Management?

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that information within the Service Pipeline is accurate

**Answer: D**

**NEW QUESTION 184**

Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"

- A. Service Strategy
- B. Service Design
- C. Service Operation
- D. Service Transition

**Answer: C**

**NEW QUESTION 186**

Which of these is NOT a responsibility of Application Management?

- A. Ensuring that the correct skills are available to manage the infrastructure
- B. Providing guidance to IT Operations about how best to manage the application
- C. Deciding whether to buy or build an application
- D. Assisting in the design of the application

**Answer: A**

**NEW QUESTION 191**

In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

- A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
- B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
- C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
- D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

**Answer: D**

**NEW QUESTION 194**

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
- B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
- C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

**Answer: B**

**NEW QUESTION 197**

Which of the following questions does Service Strategy help answer with its guidance?

- 1: How do we prioritize investments across a portfolio?
- 2: What services to offer and to whom?
- 3: What are the Patterns of Business Activity (PBA)?

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

**Answer: D**

**NEW QUESTION 199**

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Access management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Incident Management

**Answer: B**

**NEW QUESTION 204**

Which of the following is concerned with fairness and transparency?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

**Answer: B**

**NEW QUESTION 207**

Which is the correct combination of Service Management terms across the Lifecycle?

- A. 1A, 2B, 3C, 4D
- B. 1C, 2D, 3A, 4B
- C. 1C, 2B, 3A, 4D
- D. 1B, 2C, 3D, 4A

**Answer: C**

**NEW QUESTION 208**

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place
- C. Ensure delivery and support of a service
- D. Ensure service Key Performance Indicators (KPIs) are reported

**Answer: C**

**NEW QUESTION 212**

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

**Answer: C**

**NEW QUESTION 215**

Which of the following models would be MOST useful in helping to define an organizational structure?

- A. RACI model
- B. Service Model
- C. Continual Service improvement (CSI) mode
- D. The Deming Cycle

**Answer: A**

**NEW QUESTION 218**

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**

**NEW QUESTION 222**

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

- A. Service Transition
- B. Risk Management
- C. IT Service Continuity Management
- D. Availability Management

**Answer: A**

**NEW QUESTION 225**

Which of the following activities are responsibilities of a Supplier Manager?

- 1) Negotiating and agreeing Contracts

- 2) Updating the Supplier and Contract database
- 3) Planning for possible closure, renewal or extension of contracts
- 4) Managing relationships with internal suppliers

- A. 1, 2 and 3 only
- B. 1, 3 and 4 only
- C. 2, 3 and 4 only
- D. None of the above

**Answer: A**

**NEW QUESTION 226**

What is the definition of an Alert?

- A. An error message to the user of an application
- B. An audit report that indicates areas where IT is not performing according to agreed procedures
- C. A warning that a threshold has been reached or that something has changed
- D. A type of Incident

**Answer: C**

**NEW QUESTION 228**

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- A. Functions and Processes
- B. Markets and Customers
- C. Applications and Infrastructure
- D. People, products and technology

**Answer: A**

**NEW QUESTION 229**

Which of the following is one of the primary objectives of Service Strategy?

- A. To design and build processes that will meet business needs
- B. To provide detailed specifications for the design of IT services
- C. To transform Service Management into a strategic asset
- D. To underscore the importance of services in the global economy

**Answer: B**

**NEW QUESTION 231**

Which process will regularly analyze incident data to identify discernable trends?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Event Management

**Answer: B**

**NEW QUESTION 233**

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

- 1: Progress
- 2: Effectiveness
- 3: Efficiency
- 4: ?

- A. Cost
- B. Conformance
- C. Compliance
- D. Capacity

**Answer: C**

**NEW QUESTION 235**

Which of the following statements about communication within Service Operation are CORRECT?

- 1: All communication must have an intended purpose or resultant action
- 2: Communication should not take place without a clear audience

- A. 1 only
- B. 2 only
- C. Both of the above
- D. None of the above

**Answer: C**

**NEW QUESTION 237**

What is the objective of Access Management?

- A. To provide security staff for Data Centers and other buildings
- B. To manage access to computer rooms and other secure locations
- C. To manage access to the Service Desk
- D. To manage the right to use a service or group of services

**Answer: D**

**NEW QUESTION 242**

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

**Answer: B**

**NEW QUESTION 243**

Which of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

**Answer: A**

**NEW QUESTION 247**

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
- D. Service Catalogue and Service Portfolio are different names for the same thing

**Answer: C**

**NEW QUESTION 252**

Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

**Answer: B**

**NEW QUESTION 255**

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management
- B. Facilities Management
- C. Event Management
- D. Demand Management

**Answer: A**

**NEW QUESTION 256**

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

- A. Service Level Management
- B. Change Management
- C. Incident Management
- D. Service Asset and Configuration Management

**Answer: D**

**NEW QUESTION 258**

Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

- A. Technology, Customer, User
- B. Corporate, Customer, Service
- C. Corporate, Customer, Technology
- D. Service, User, IT

**Answer: B**

**NEW QUESTION 263**

Which of the following is the BEST definition of a Risk?

- A. Something that won't happen
- B. Something that will happen
- C. Something that has happened
- D. Something that might happen

**Answer: D**

**NEW QUESTION 267**

Which of the following would be defined as part of every process?

- 1) Roles
- 2) Activities
- 3) Functions
- 4) Responsibilities

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

**Answer: D**

**NEW QUESTION 268**

Which process lists "Understanding patterns of business activity" as a major role?

- A. Demand Management
- B. Supplier Management
- C. Service Desk
- D. Request Fulfillment

**Answer: A**

**NEW QUESTION 272**

Which of the following activities is performed by access management?

- A. Providing physical security for staff data centers and other buildings
- B. Managing access to computer rooms and other secure locations
- C. Managing access to the service desk
- D. Managing the rights to use a service or group of services

**Answer: D**

**NEW QUESTION 274**

Which of the following are objectives of Service Design?

- 1) Design Services to satisfy business objectives.
- 2) Identify and manage risk.
- 3) Design effective and efficient processes
- 4) Design a secure and resilient IT infrastructure.

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

**Answer: D**

**NEW QUESTION 276**

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Early Life Support
- B. Service Test Manager
- C. Evaluation
- D. Release Packaging and Build Manager

**Answer: A**

**NEW QUESTION 280**

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

**Answer: D**

**NEW QUESTION 284**

Which model delivers a view of the services, assets and infrastructure?

- A. Incident Model
- B. Problem Model
- C. Configuration Model
- D. Change Model

**Answer: C**

**NEW QUESTION 286**

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

**Answer: B**

**NEW QUESTION 288**

Which of the following is the CORRECT definition of a Release Unit?

- A. A measurement of cost
- B. A function described within Service Transition
- C. The team of people responsible for implementing a release
- D. The portion of a service or IT infrastructure that is normally released together

**Answer: D**

**NEW QUESTION 291**

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

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

**Answer: B**

**Explanation:**

Reference: [http://en.wikipedia.org/wiki/Information\\_Technology\\_Infrastructure\\_Library#Service\\_Design](http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design)

**NEW QUESTION 296**

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations designed to perform certain types of work
- B. We must be able to measure them in a relevant manner
- C. They deliver specific results
- D. They respond to specific events

**Answer: A**

**NEW QUESTION 301**

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

- A. Service Design
- B. Service Transition
- C. Service Strategy
- D. Service Operation

**Answer: C**

**NEW QUESTION 302**

Where should the definitive authorized versions of all media Configuration Items (CIs) be stored and protected?

- A. Definitive Media Library
- B. Definitive Software Store
- C. Service Knowledge Management System
- D. Software Secure Library

**Answer:** A

**NEW QUESTION 305**

Which of the following is an example of self-help capabilities?

- A. Menu-driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

**Answer:** A

**NEW QUESTION 308**

Which of the following are included within Release and Deployment Models?

- 1) Roles and responsibilities
- 2) Template release and deployment
- 3) Supporting systems, tools and procedures.
- 4) Handover activities and responsibilities

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

**Answer:** C

**NEW QUESTION 311**

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