

## [April 2018 Lead2pass Offering New ITIL-Foundation Exam PDF And ITIL-Foundation Exam VCE Dumps For Free Downloading 547q

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QUESTION 1 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 on the progress of an activity D. Manage an activity Answer: C QUESTION 2 Which of the following are objectives of service level management? 1: Defining, documenting and agreeing the level of IT services to be provided 2: Monitoring, measuring and reporting the actual level of services provided 3: Monitoring and improving customer satisfaction 4: Identifying possible future markets that the service provider could operate in A. 1, 2 and 3 only B. 1 and 2 only C. 1, 2 and 4 only D. All of the above Answer: A QUESTION 3 Which one of the following do technology metrics measure? A. Components B. Processes C. The end-to-end service D. Customer satisfaction Answer: A QUESTION 4 Which process includes business, service and component sub-processes? A. Capacity management B. Incident management C. Service level management D. Financial management Answer: A QUESTION 5 Which one of the following is NOT part of the service design stage of the service lifecycle? A. Designing and maintaining all necessary service transition packages B. Producing quality, secure and resilient designs for new or improved services C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced D. Measuring the effectiveness and efficiency of service design and the supporting processes Answer: A QUESTION 6 What is the result of carrying out an activity, following a process or delivering an IT service known as? A. Outcome B. Incident C. Change D. Problem Answer: A 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 QUESTION 8 Which of the following service desk organizational structures are described in service operation? 1. Local service desk 2. Virtual service desk 3. IT help desk 4. Follow the sun A. 1, 2 and 4 only B. 2, 3 and 4 only C. 1, 3 and 4 only D. 1, 2 and 3 only Answer: A QUESTION 9 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 QUESTION 10 What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? A. Employers B. Stakeholders C. Regulators D. Accreditors Answer: B

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