

EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Match the following activities with the Deming Cycle stages

1.

Monitor, Measure and Review

2.

Continual Improvement

3.

Implement Initiatives

4.

Plan for Improvement

A. 1 Plan, 2 Do, 3 Check, 4 Act

B. 3 Plan, 2 Do, 4 Check, 1 Act

C. 4 Plan, 3 Do, 1 Check, 2 Act

D. 2 Plan, 3 Do, 4 Check, 1 Act

Correct Answer: C

QUESTION 2

What is a RACI model used for?

A. Performance analysis

B. Recording configuration items

C. Monitoring services

D. Defining roles and responsibilities

Correct Answer: D

QUESTION 3

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

Correct Answer: B

QUESTION 4

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

Correct Answer: C

QUESTION 5

A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

Correct Answer: B

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