New ITIL Test Papers - Certification ITIL Dump

Exam A

QUESTION 1
Which of the following is NOT an example of Self-Help capabilities?
A. Requirement to always call the service desk for service requests
B. Menu-driven range of self help and service requests
C. Web front-end
D. A direct interface into the back end process handling software
Answer: A

QUESTION 2
Which of the following is the correct set of steps for the continual service improvement
model/approach?
A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually
improve
B. Where do we want to be?; How do we get there?; How do we check we have arrived?; How do we
keep the momentum going?
C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan;
Check the plan has been properly implemented; Improve the solution
D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we
get
there?; How do we keep the momentum going?
Answer: D

QUESTION 3
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
2
Answer: A

QUESTION 4
The group that authorizes changes that must be installed faster than the normal process is called the?
A. Emergency CAB (ECAB)

B. Urgent Change Authority (UCA)
C. Urgent Change Board (UCB)
D. CAB Emergency Committee (CAB/EC)
Answer: A

QUESTION 5
In which core publication can you find detailed descriptions of Service Level Management, Availability
Management, Supplier Management and IT Service Continuity Management?
A. Service Transition
B. Service Design
C. Service Strategy
D. Service Operation
Answer: B

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EXIN ITIL Foundation (V4) Sample Questions (Q388-Q393):

NEW QUESTION # 388
Which of the following are Service Desk organizational structures?
1.Local Service Desk
2.Virtual Service Desk
3.IT Help Desk
4.Follow the Sun

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and4 only

Answer: A

NEW QUESTION # 389
A Process Owner has been identified with an "I" in a RACI matrix. Which of the following would be expected of them?

- A. Perform an activity
- B. Manage an activity
- C. Tell others about the progress of an activity
- D. Be kept up to date on the progress of an activity

Answer: D

NEW QUESTION # 390
In which of the following areas would ITIL complementary guidance provide assistance?
1.Adapting best practice for specificindustry sectors
2.Integrating ITIL with other operating models

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

Answer: A

NEW QUESTION # 391
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 catalogue management
- B. Demand management
- C. Service level management
- D. Service transition

Answer: A

NEW QUESTION # 392
Identify the missing word(s) in the following sentence.
The service desk should be the entry point and single point of contact for the [?] with all of its users.

- A. Service provider

- B. Service consumer
- C. Supplier
- D. Customer

Answer: A

NEW QUESTION # 393

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