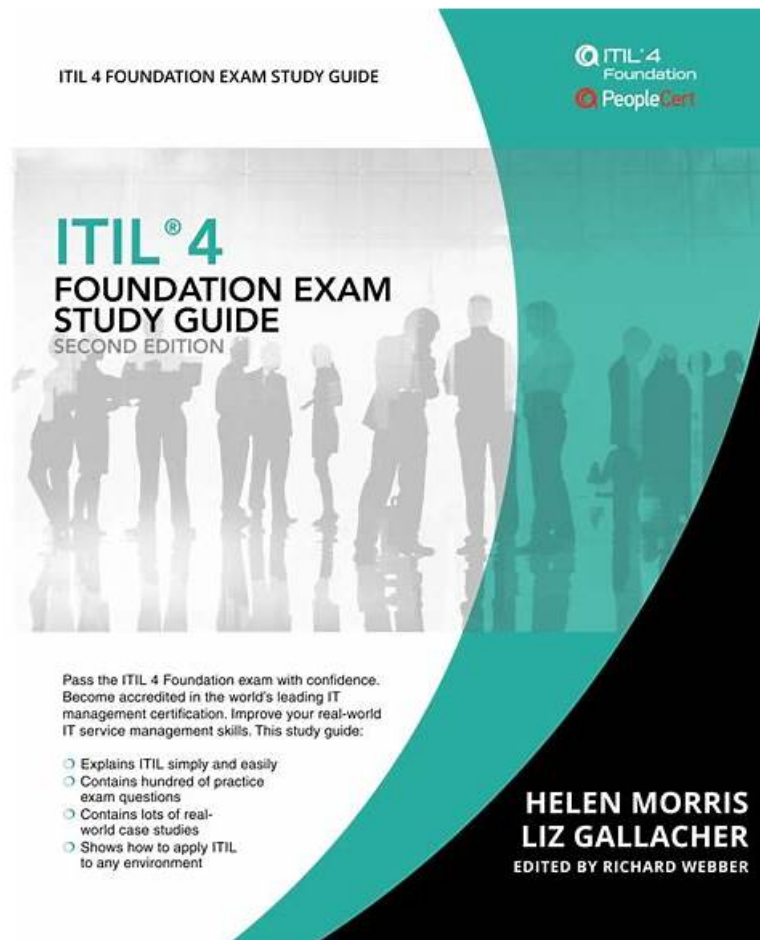


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ITIL Foundation Certification - IT Service Management Sample Questions (Q167-Q172):

NEW QUESTION # 167

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

Answer: C

NEW QUESTION # 168

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

- A. Change management
- B. Problem management
- C. Event management
- D. Service level management

Answer: B

NEW QUESTION # 169

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

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

Answer: D

NEW QUESTION # 170

Which one of the following is an objective of release and deployment management?

- A. To define and agree release and deployment plans with customers and stakeholders
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To standardize methods and procedures used for efficient and prompt handling of all changes
- D. To ensure that the overall business risk of change is optimized

Answer: A

NEW QUESTION # 171

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. IT operations management
- B. Incident management
- C. Capacity management
- D. Service level management

Answer: A

NEW QUESTION # 172

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