

ITIL Test Vce, ITIL Valid Exam Practice

ITIL Practice Exam With Questions and Answers

What are the objectives of service level management? - ANSWER 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.

What is the result of carrying out an activity, following a process or delivering an IT known as? - ANSWER Outcome

A process owner has been identified with an "I" in a RACI matrix. Which of the following is expected of them? - ANSWER Responsible, Accountable, Consulted, Informed.

Be kept up-to-date on the progress of an activity.

Which one of the following do technology metrics measure? - ANSWER Components

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

Which one of the following is NOT part of the service design stage of the service lifecycle? - ANSWER Designing and maintaining all necessary service transition packages.

Which process is responsible for managing relationships with vendors? - ANSWER Supplier management

Which of the following service desk organizational structures are described in service operation? - ANSWER Local service desk, virtual service desk, follow the sun

What are the categories of event described in the ITIL service operation book? - ANSWER Informational, warning, exception

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? - ANSWER

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EXIN ITIL Foundation (V4) Sample Questions (Q258-Q263):

NEW QUESTION # 258

Which capacity management sub-process focuses on the management, control and prediction of the end-to-end performance?

- A. Business capacity management
- B. Service capacity management
- C. Supplier capacity management
- D. Component capacity management

Answer: A

NEW QUESTION # 259

With which process is Problem Management likely to share categorization and impact coding systems?

- A. Incident Management
- B. IT Service Continuity
- C. Capacity Management
- D. Service Asset and Configuration Management

Answer: A

NEW QUESTION # 260

What service could include a differentiation as an "excitement factor"?

- A. A packaged service
- B. An enhancing service
- C. An enabling service
- D. A core service

Answer: B

NEW QUESTION # 261

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration Baseline
- B. Asset Baseline
- C. Project Baseline
- D. Change Baseline

Answer: A

Explanation:

Topic 6, Volume F

NEW QUESTION # 262

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- A. Minimum viable product
- B. Direct observation
- C. Feedback loop
- D. Analysis Paralysis

Answer: B

NEW QUESTION # 263

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