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ITIL – Foundation (v4)

ITIL ITILFND

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QUESTION NO: 1

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

ANSWER: D

QUESTION NO: 2

Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

- A. Testing the tool and training process managers on using the process
- B. Development or purchase of tools and deployment of the tools
- C. Training tool administrators how to manage tools and monitoring tool performance in operational environment
- D. Development or purchase of tools and deployment of the process

ANSWER: A D

QUESTION NO: 3

Which statements about best practice is MOST correct?

- A. Customers are a source of best practice and will advise service providers how it should be implemented
- B. Internal experience is the only source of best practice because it is developed within the service provider
- C. ITIL is a source of best practice and is validated across a wide set of environments and situations
- D. Suppliers are a source of best practice and they will improve the services delivered by a service Provider

ANSWER: C

QUESTION NO: 4

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced total cost of ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

ANSWER: D

QUESTION NO: 5

What is the BEST description of a change proposal?

- A. Any request for change (RFC) submitted to change management
- B. An authorized change submitted to release and deployment
- C. An RFC that must be implemented as soon as possible
- D. A justification for a change with significant cost or risk

ANSWER: D

QUESTION NO: 6

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

- A. Service Design
- B. Service Strategy
- C. Service Operation
- D. Continual Service Improvement

ANSWER: A

QUESTION NO: 7

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

ANSWER: C

QUESTION NO: 8

Which of the following are reasons why ITIL is successful?

- 1. ITIL is vendor neutral
 - 2. It does not prescribe actions
 - 3. ITIL represents best practice
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only

ANSWER: A

QUESTION NO: 9

Which of the following are responsibilities of a Service Level Manager?

- (1) Agreeing targets in Service Level Agreements
 - (2) Designing the service so it can meet the targets
 - (3) Ensuring all needed contracts and agreements are in place
- A. 1 and 3 only
 - B. All of the above
 - C. 2 and 3 only
 - D. 1 and 2 only

ANSWER: B

QUESTION NO: 10

Which statement about Service Asset and Configuration Management (SACM) is FALSE?

- A. The scope of SACM includes management of the complete lifecycle of every configuration item (CI)
- B. Configuration baselines and versions are produced by SACM
- C. SACM maintains an accurate and complete configuration management system (CMS)
- D. All changes to CIs are authorized by SACM

ANSWER: B

QUESTION NO: 11

From the perspective of the service provider, who is the person or group that agrees their service targets?

- A. The user
- B. The customer
- C. The supplier
- D. The administrator

ANSWER: B