



Exin

EX0-001

ITIL Foundation (syllabus 2011)

QUESTION: 414

Which of the following is the BEST definition of an event?

- A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Answer: A

QUESTION: 415

Which of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service. This includes technical staff
- C. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- D. Incidents reported by technical staff must be logged as Problems because technicalstaffmanagesinfrastructure devices not services

Answer: B

QUESTION: 416

Which of the following is an example of self-help capabilities?

- A. Menu-driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

Answer: A

QUESTION: 417

Which of the following availability management activities are considered to be proactive as opposed to reactive?

1. Monitoring system availability
2. Designing availability into a proposed solution

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

Answer: D

QUESTION: 418

Which of the following do Technology metrics measure?

- A. Components
- B. Processes
- C. The end to end service
- D. Customer satisfaction

Answer: A

QUESTION: 419

The design of IT services requires the effective and efficient use of what?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Answer: C

QUESTION: 420

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Operation
- B. Capacity Management
- C. Service Design
- D. Availability Management

Answer: A

QUESTION: 421

A configuration model can be used to help

- 1) Assess the impact and cause of incidents and problems
- 2) Assess the impact of proposed changes
- 3) Plan and design new or changed services
- 4) Plan technology refresh and software upgrades

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

Answer: B

QUESTION: 422

Which of these recommendations is good practice for Service Level Management?

- 1) Include legal terminology in Service Level Agreements (SLAs)
- 2) It is NOT necessary to be able to measure all the targets in an SLA

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

Answer: D

QUESTION: 423

Which of the following would commonly be in a contract underpinning an IT service?

- 1) Marketing information
- 2) Contract description and scope
- 3) Responsibilities and dependencies

- A. 1 and 2 only
- B. 1 and 3 only
- C. 2 and 3 only
- D. None of the above

Answer: C

QUESTION: 424

What is IT Governance concerned with?

- A. Measuring and improving the efficiency and effectiveness of IT processes
- B. Ensuring that IT processes support the organization's strategies and objectives
- C. Reducing the total cost of providing services to the business
- D. Ensuring that targets documented in Service Level Agreements (SLAs) are met

Answer: B

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