EndExam

QUESTION & ANSWER

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Exam : **ITIL**

Title : ITIL Foundation v.3

Version : DEMO

1.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 level management
B. Service catalogue management
C. Demand management
D. Service transition
Answer: B

2.What are the categories of event described in the UIL service operation book?
A. Informational, scheduled, normal
B. Scheduled, unscheduled, emergency
C. Informational, warning, exception
D. Warning, reactive, proactive
Answer: C

3.Which of the following are reasons why ITILis 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

4.Consider the following list:
1.Change authority
2.Change manager
3.Change advisory board (CAB)
Which one of the following is the BEST description of the items above?
A. Job descriptions
B. Functions
C. Teams
D. Roles, people or groups
Answer: D

5.A process owner has been identified with an “I” in a RACI matrix. Which one of the following would be expected of them?
A. Be accountable for the outcome of an activity
B. Perform an activity
C. Be kept up-to-date onthe progress of an activity
D. Manage an activity
Answer: C