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### Question: 1

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access Management
- D. Continual Service improvement

**Answer: A**

### Question: 2

What is defined as "any change of state that has significance for the management of an IT service"?

- A. A request for change
- B. An incident
- C. A problem
- D. An event

**Answer: D**

Event: Any change of state that has significance for the management of an IT service or other configuration item. The term can also be used to mean an alert or notification created by any IT service, Configuration Item or a Monitoring tool. Events typically require IT Operations personnel to take actions and often lead to Incidents being logged.

### Question: 3

Which lifecycle stage defines how value is created and delivered?

- A. Service design
- B. Service strategy
- C. Continual service improvement
- D. Service operation

**Answer: B**

The objectives of service strategy includes :

- A. An understanding of what strategy is.
- B. A clear identification of the definition of services and the customers who use them.

- C. The ability to define how value is created and delivered.
- D. Means to identify opportunities to provide services and how to exploit them.
- E. A clear service provision model that articulates how services will be delivered and funded as well as to whom they will be delivered and for what purpose.

### Question: 4

What structure of service desk appears to the customer to be a single centralized desk, but may in fact be based in a number of different locations?

- A. Centralized Service desk
- B. Virtual Service desk
- C. Local service desk
- D. Specialized service desk

**Answer: B**

### Question: 5

Which service lifecycle stage supports the creation of a portfolio of quantified services?

- A. Service strategy
- B. Service design
- C. Service level management
- D. Service operation

**Answer: A**

### Question: 6

Which statement is CORRECT?

- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system.
- C. The configuration management system is part of the service knowledge management system.
- D. The configuration management system is part of the configuration management database.

**Answer: C**

### Question: 7

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Which BEST describes a situation in which the emergency change advisory board (ECAB) is used?

- A. Following a full change advisory board (CAB) to resolve any outstanding agenda items.
- B. During peak or holiday periods when emergencies are more likely to occur.
- C. In an emergency when it is not possible to convene a full CAB.
- D. Outside the normal working hours of the business unit.

**Answer: C**

### Question: 8

What is the best description of an external customer?

- A. Someone who works in the same organization but in a different business unit to the service provider
- B. Anyone who gets charged for the delivered services
- C. Customers who are not part of the same organization as the service provider
- D. Customers for whom the cost of the service is the primary driver

**Answer: C**

### Question: 9

Which three types of metric support Continual Service Improvement (CSI) activities?

- A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- B. Process metrics, software metrics and financial metrics
- C. Technology metrics, process metrics and service metrics
- D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

**Answer: C**

### Question: 10

Which areas are NOT measured by process KPIs?

- 1. Technology
  - 2. Performance
  - 3. Value
  - 4. Compliance
- A. 1, 2 and 3 only
  - B. 1, 2 and 4 only

- C. 1, 3 and 4 only
- D. 2, 3 and 4 only

**Answer: D**

### Question: 1

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

**Answer: A**

### Question: 2

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

**Answer: C**

### Question: 3

Which one of the following is NOT a characteristic of a process?

- A. It is measurable
- B. It delivers specific results
- C. It responds to specific events
- D. It structures an organization

**Answer: D**

### Question: 4

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What are customers of IT services who work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

**Answer: D**

### Question: 5

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

- A. An internal service provider that is embedded within a business unit
- B. A complete set of all the documentation required to deliver world class services to customers
- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

**Answer: D**



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