ISEB

Exam BH0-001

IT Service Management Foundation Certificate (ITIL)

Version: 6.0

[Total Questions: 424]

Topic break down

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Question No : 1 - (Topic 1)

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 : 2 - (Topic 1)

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model
B. Incident model
C. Continual service improvement (CSI) approach
D. The Deming Cycle

Answer: A

Question No : 3 - (Topic 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

Question No : 4 - (Topic 1)

Which of the following should be documented in an incident model?

1. Details of the service level agreement (SLA) pertaining to the incident

2. Chronological order of steps to resolve the incident

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

Answer: B

Question No : 5 - (Topic 1)

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

A. Employers
B. Stakeholders
C. Regulators
D. Accreditors

Answer: B

Question No : 6 - (Topic 1)

Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement
B. Change management
C. Service level management
D. Availability management

Answer: C

Question No : 7 - (Topic 1)

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

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

Answer: C

Question No : 8 - (Topic 1)

Within service design, what is the key output handed over to service transition?

A. Measurement, methods and metrics
B. Service design package
C. Service portfolio design
D. Process definitions

Answer: B

Question No : 9 - (Topic 1)

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management
B. Service portfolio management
C. Request fulfilment
D. Demand management

Answer: C

Question No : 10 - (Topic 1)

Which of the following are the MAIN objectives of incident management?

1. To automatically detect service-affecting events

2. To restore normal service operation as quickly as possible

3. To minimize adverse impacts on business operations

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

Answer: B

Question No : 11 - (Topic 1)

Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management
B. Change and release and deployment management
C. Incident and event management
D. Knowledge and service level management

Answer: C

Question No : 12 - (Topic 1)

Which process is responsible for managing relationships with vendors?

A. Change management
B. Service portfolio management
C. Supplier management
D. Continual service improvement

Answer: C

Question No : 13 - (Topic 1)

Which one of the following would NOT be defined as part of every process?

A. Roles
B. Inputs and outputs
C. Functions
D. Metrics

Answer: C

Question No : 14 - (Topic 1)

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

1. Financial arrangements related to the contract

2. Description of the goods or service provided

3. Responsibilities and dependencies for both parties

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

Answer: D

Question No : 15 - (Topic 1)

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

A. Capacity management
B. Incident management
C. Service level management
D. Financial management

Answer: A

Question No : 16 - (Topic 1)

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

A. The service level management
B. The IT service continuity management
C. The service catalogue management
D. The supplier management

Answer: D

Question No : 17 - (Topic 1)

Which role is responsible for carrying out the activities of a process?

A. Process owner
B. Change manager
C. Service manager
D. Process practitioner

Answer: D

Question No : 18 - (Topic 1)

Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not
B. Resources and capabilities are both types of service asset
C. Capabilities are types of service asset and resources are not
D. Neither capabilities nor resources are types of service asset

Answer: B

Question No : 19 - (Topic 1)

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4: Identifying possible future markets that the service provider could operate in

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

Answer: A

Question No : 20 - (Topic 1)

The consideration of value creation is a principle of which stage of the service lifecycle?

A. Continual service improvement
B. Service strategy
C. Service design
D. Service transition

Answer: B

Question No : 21 - (Topic 1)

Which one of the following is the CORRECT set of steps for the continual service improvement approach?

A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?
C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Answer: D

Question No : 22 - (Topic 1)

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. Project baseline
C. Change baseline
D. Asset baseline

Answer: A

Question No : 23 - (Topic 1)

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

A. Outcome
B. Incident
C. Change
D. Problem

Answer: A

Question No : 24 - (Topic 1)

Which of the following BEST describes the purpose of access management?

A. To provide a channel for users to request and receive standard services
B. Provides the rights for users to be able to use a service or group of services
C. To prevent problems and resulting Incidents from happening
D. To detect security events and make sense of them

Answer: B

Question No : 25 - (Topic 1)