ISEB

Exam BH0-012

The Foundation ITIL (2012 Onwards)

Version: 7.0

[Total Questions: 166]

Question No : 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 : 2

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 : 3

Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management
B. Change management, capacity management event management, service request management
C. Service level management, service portfolio management, service asset and configuration management
D. Service asset and configuration management, release and deployment management, request fulfillment

Answer: A

Question No : 4

Which of the following service desk organizational structures are described in service operation?

1. Local service desk

2. Virtual service desk

3. IT help desk

4. Follow the sun

A. 1, 2 and 4 only
B. 2, 3 and 4 only
C. 1, 3 and 4 only
D. 1, 2 and 3 only

Answer: A

Question No : 5

What is the act of transforming resources and capabilities into valuable service better known as?

A. Service management
B. Incident management
C. Resource management
D. Service support

Answer: A

Question No : 6

Which one of the following is an objective of release and deployment management?

A. To standardize methods and procedures used for efficient and prompt handling of all changes
B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
C. To ensure that the overall business risk of change is optimized
D. To define and agree release and deployment plans with customers and stakeholders

Answer: D

Question No : 7

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

Question No : 8

Which areas of service management can benefit from automation?

1. Design and modeling

2. Reporting

3. Pattern recognition and analysis

4. Detection and monitoring

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

Answer: D

Question No : 9

Which is the CORRECT list for the three levels of a multi-level service level agreement (SLA)?

A. Technology, customer, user
B. Corporate, customer, service
C. Corporate, customer, technology
D. Service, user, IT

Answer: B

Question No : 10

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

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

Answer: C

Question No : 11

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 : 12

Which of the following is NOT one of the five individual aspects of service design?

A. The design of the service portfolio, including the service catalogue
B. The design of new or changed services
C. The design of market spaces
D. The design of the technology architectures

Answer: C

Question No : 13

Which one of the following can help determine the level of impact of a problem?

A. Definitive media library (DML)
B. Configuration management system (CMS)
C. Statement of requirements (SOR)
D. Standard operating procedures (SOP)

Answer: B

Question No : 14

The definitive media library is the responsibility of:

A. Facilities management
B. Access management
C. Request fulfillment
D. Service asset and configuration management

Answer: D

Question No : 15

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

A. A service option
B. A service transition package (STP)
C. A service design package (SDP)
D. A service charter

Answer: C

Question No : 16

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

A. Serviceability
B. Availability
C. Capacity
D. Continuity

Answer: B

Question No : 17

Which of the following is NOT a service desk type recognized in the service operation volume of ITIL?

A. Local
B. Centralized
C. Outsourced
D. Virtual

Answer: C

Question No : 18

Which of the following activities are performed by a service desk?

1. Logging details of incidents and service requests

2. Providing first-line investigation and diagnosis

3. Restoring service

4. Implementing all standard changes

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

Answer: B

Question No : 19

What would be the next step in the continual service improvement (CSI) model after?

1. What is the vision?

2. Where are we now?

3. Where do we want to be?

4. How do we get there?

5. Did we get there?

A. What is the return on investment (ROI)?
B. How much did it cost?
C. How do we keep the momentum going?
D. What is the value on investment (VOI)?

Answer: C

Question No : 20

Which problem management activity ensures that a problem can be easily tracked and

management information can be obtained?

A. Categorization
B. Detection
C. Prioritization
D. Escalation

Answer: A

Question No : 21

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfillment, and access management
B. Event management, incident management, change management, and access management
C. Incident management, problem management, service desk, request fulfillment, and event management
D. Incident management, service desk, request fulfillment, access management, and event management

Answer: A

Question No : 22

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 : 23

Which one of the following do technology metrics measure?

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

Answer: A

Question No : 24

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 : 25

Where would all the possible service improvement opportunities be recorded?

A. CSI register
B. Known error database
C. Capacity management information system
D. Configuration management database

Answer: A

Question No : 26

Which one of the following is the BEST description of a service request?