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## Exam EX0-117

### ITIL Foundation (syllabus 2011)

Version: 16.0

[ Total Questions: 238 ]

**Topic break down**

<b>Topic</b>	<b>No. of Questions</b>
<b>Topic 1: Volume A</b>	<b>60</b>
<b>Topic 2: Volume B</b>	<b>60</b>
<b>Topic 3: Volume C</b>	<b>60</b>
<b>Topic 4: Volume D</b>	<b>58</b>

**Topic 1, Volume A****Question No : 1 - (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 : 2 - (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 : 3 - (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 : 4 - (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 : 5 - (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 : 6 - (Topic 1)**

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

**Answer: B**

**Question No : 7 - (Topic 1)**

Which of the following types of service should be included in the scope of service portfolio management?

1. Those planned to be delivered
  2. Those being delivered
  3. Those that have been withdrawn from service
- 
- A. 1 and 3 only
  - B. All of the above
  - C. 1 and 2 only
  - D. 2 and 3 only

**Answer: B**

**Question No : 8 - (Topic 1)**

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

**Answer: B**

**Question No : 9 - (Topic 1)**

The BEST description of an incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

**Answer: B**

**Question No : 10 - (Topic 1)**

Which of the following options is a hierarchy that is used in knowledge management?

- A. Wisdom - Information - Data - Knowledge
- B. Data - Information - Knowledge - Wisdom
- C. Knowledge - Wisdom - Information - Data
- D. Information - Data - Knowledge - Wisdom

**Answer: B**

**Question No : 11 - (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 : 12 - (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 : 13 - (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 : 14 - (Topic 1)**

What should a service always deliver to customers?

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

**Answer: C**

**Question No : 15 - (Topic 1)**

When can a known error record be raised?

1. At any time it would be useful to do so
  2. After a workaround has been found
- A. 2 only  
B. 1 only  
C. Neither of the above

D. Both of the above

**Answer: D**

**Question No : 16 - (Topic 1)**

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

**Answer: B**

**Question No : 17 - (Topic 1)**

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

**Answer: A**

**Question No : 18 - (Topic 1)**

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management



**Answer: B**

**Question No : 19 - (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 : 20 - (Topic 1)**

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

**Answer: A**

**Question No : 21 - (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 : 22 - (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 : 23 - (Topic 1)**

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be operated, managed and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge and information about services and service assets
- D. To plan and manage the capacity and resource requirements to manage a release

**Answer: B**

**Question No : 24 - (Topic 1)**

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