

DUMPSBOSS.

ITIL® Foundation

Exin ITIL-F

Version Demo

Total Demo Questions: 15

Total Premium Questions: 321

Buy Premium PDF

<https://dumpsboss.co>

support@dumpsboss.co

support@dumpsboss.co
dumpsboss.co

Topic Break Down

Topic	No. of Questions
Topic 1, Service Management as a practice	24
Topic 2, The Service Lifecycle	16
Topic 3, Generic concepts and definitions	38
Topic 4, Key Principles and Models	16
Topic 5, Major Processes	40
Topic 6, Minor Processes	36
Topic 7, Functions	10
Topic 8, Roles	12
Topic 9, Technology and Architecture	4
Topic 10, New Questions	125
Total	321

QUESTION NO: 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: 2

Which of the following is NOT a source of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

ANSWER: B

QUESTION NO: 3

Which document shows a detailed analysis of business impact and benefits?

- A. A return on investment
- B. Service level requirements
- C. A business case
- D. A service level agreement

ANSWER: C

QUESTION NO: 4

Which statements about best practice is MOST correct?

- A. Customers are a source of best practice and will advise service providers how it should be implemented
- B. Internal experience is the only source of best practice because it is developed within the service provider
- C. ITIL is a source of best practice and is validated across a wide set of environments and situations
- D. Suppliers are a source of best practice and they will improve the services delivered by a service Provider

ANSWER: C

QUESTION NO: 5

Can service operation improve efficiency in the business operation by automating common routines?

- A. No, automating common routines improves effectiveness but not efficiency
- B. Yes, through automating common routines and introducing the service knowledge management System (SKMS)
- C. Yes, through automating common routines, more productive work can be carried out
- D. No, automating common routines only results in preventing common problems

ANSWER: B

QUESTION NO: 6

What BEST describes the customers and users of an IT service provider?

- A. Customers buy IT services; users use IT services
- B. Customers design IT services; users test IT services
- C. Customers sell IT services; users improve IT services
- D. Customers agree the service levels; users buy IT services

ANSWER: A

QUESTION NO: 7

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

ANSWER: B

QUESTION NO: 8

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: 9

Which of the following are sources of best practice?

- 1. Academic research
 - 2. Internal experience
 - 3. Industry practices
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only

ANSWER: A

QUESTION NO: 10

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 NO: 11

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- A. A capacity database
- B. A definitive media library
- C. A request for change
- D. A known error database

ANSWER: D

QUESTION NO: 12

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

Which of the following BEST describes service strategies' value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages

- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

ANSWER: D

QUESTION NO: 14

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of storage devices will be
- D. Agreeing the service levels for the service supported by the application

ANSWER: B

QUESTION NO: 15

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