

DUMPSBOSS.

ITIL 2011 Foundation

PEOPLECERT 58

Version Demo

Total Demo Questions: 11

Total Premium Questions: 549

Buy Premium PDF

<https://dumpsboss.co>

support@dumpsboss.co

support@dumpsboss.co
dumpsboss.co

QUESTION NO: 1

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: 2

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

What is a service delivered between two business units in the same organization known as?

- A.** Strategic service
- B.** Delivered service
- C.** Internal service

D. External service

ANSWER: C

QUESTION NO: 4

Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

- A. Testing the tool and training process managers on using the process
- B. Development or purchase of tools and deployment of the tools
- C. Training tool administrators how to manage tools and monitoring tool performance in operational environment
- D. Development or purchase of tools and deployment of the process

ANSWER: A D

QUESTION NO: 5

What is the entry point or the first level of the V model?

- A. Service Solution
- B. Customer / Business Needs
- C. Service Release
- D. Service Requirements

ANSWER: B

QUESTION NO: 6

Which of the following is service transition planning and support NOT responsible for?

- A. Prioritizing conflicts for service transition resources
- B. Coordinating the efforts required to manage multiple simultaneous transitions
- C. Maintaining policies, standards and models for service transition activities and processes
- D. Detailed planning of the build and test of individual changes

ANSWER: D

QUESTION NO: 7

Which of the following does the Availability Management process include?

- (1) Ensuring services are able to meet availability targets
- (2) Monitoring and reporting actual availability
- (3) Improvement activities, to ensure that services continue to meet or exceed their availability goals

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

ANSWER: B

QUESTION NO: 8

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: 9

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

ANSWER: A

QUESTION NO: 10

Which of the following statements is CORRECT?

- A. The CMS is part of the Configuration Management Data Base (CMDB)
- B. The KEDB and the CMS form part of the larger SKMS
- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

ANSWER: B

QUESTION NO: 11

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

ANSWER: D