



Vendor: EXIN

Exam Code: ITIL-F

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Version: DEMO

QUESTION 1

Which types of communication would the functions within service operation use?

1. Communication between data centre shifts
2. Communication related to changes
3. Performance reporting
4. Routine operational communication

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

Answer: D

QUESTION 2

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 3

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

Answer: D

QUESTION 4

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

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

Answer: C

QUESTION 5

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

Answer: B

QUESTION 6

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations
- B. They are measurable
- C. They deliver specific results
- D. They respond to specific events

Answer: A

QUESTION 7

Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"?

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

Answer: B

QUESTION 8

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Answer: B

QUESTION 9

Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

- A. The IT Director
- B. The Process Owner
- C. The Service Owner
- D. The Customer

Answer: B

QUESTION 10

Which Service Design process makes the most use of data supplied by Demand Management?

- A. Service Catalogue Management
- B. Service Level Management
- C. IT Service Continuity Management
- D. Capacity Management

Answer: D

QUESTION 11

Which of the following statements about communication within Service Operation are CORRECT?

- 1. All communication must have an intended purpose or resultant action
 - 2. Communication should not take place without a clear audience
- A. 1 only
 - B. 2 only
 - C. Both of the above
 - D. None of the above

Answer: C

QUESTION 12

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

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