Exam Code: BH0-001

Exam Name: IT SERVICE MANAGEMENT FOUNDATION

CERTIFICATE (ITIL)

Vendor: ISEB

Version: DEMO

Part: A

1: Which of the following is NOT true?

A.Availability Management should contribute to the design and development of new software products

B.Availability Management is concerned with the performance of hardware CIs

C.Availability Management negotiates availability levels with customers to ensure their requirements are met

D.Maintaining the agreed level of confidentiality is a concern of Availability Management

Correct Answers: C

2: Which two other Service Management disciplines does Release Management work with most closely?

A.Change and Configuration

B.Availability and Problem

C.Change and Incident

D.Configuration and Availability

Correct Answers: A

3: Which of these should be included in a Release Policy?

    1 Numbering conventions

    2 Definition of acceptance criteria for adding new software to the DSL

    3 Policy for issuing emergency releases

A.All three

B.1 and 2

C.1 and 3

D.2 and 3

Correct Answers: A

4: Charging enables an organisation to:

A.Calculate the risk of overspending

B.Reduce the risk of overspending

C.Identify the cost of Changes

D.Recover the costs of IT services from customers

Correct Answers: D

5: Gradual Recovery is also referred to as?

A.Hot Standby

B.Cold Standby

C.Reciprocal Arrangement

D.Warm Standby

Correct Answers: B

6: Which of the following data is LEAST likely to be used in the Incident Control process?

A.Cost of faulty item
B.Incident category
C.Make/model of faulty item
D.Impact code
Correct Answers: A

7: The process to implement SLAs comprises the following activities in which sequence?
A.Draft SLAs, review Underpinning Contracts and OLAs, negotiate, catalogue service levels, agree SLAs
B.Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs
C.Review Underpinning Contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs
D.Draft SLAs, catalogue services, review Underpinning Contracts and OLAs, establish SLRs, negotiate, agree SLRs
Correct Answers: B

8: If the cost of providing network services is based on actual usage during a given period of time, this would be an example of:
A.Variable costs
B.Depreciation costs
C.Fixed costs
D.Accommodation costs
Correct Answers: A

9: Which of the following most accurately reflects Incident Management activities?
A.Incident detection, logging, investigation, escalation, root cause analysis, resolution and closure
B.Incident detection, classification, escalation, Known Error matching, resolution, change recommendation, closure
C.Incident detection, logging, classification, initial support, escalation, communication, closure
D.Incident detection, recording, classification, initial support, investigation, diagnosis, resolution, recovery and closure and escalation
Correct Answers: D

10: Which of these statements is correct?
    1   Effective Change Management ensures that urgency and impact are used to make decisions on the scheduling of Changes
    2   Change Management controls all aspects of the change process
A.Both of them
B.1 only
C.2 only
D.Neither of them
Correct Answers: A