

[Oct-2023 ITIL ITIL-Foundation Exam Basic Questions With Answers [Q167-Q184]



[Oct-2023] ITIL ITIL-Foundation Exam Basic Questions With Answers [Q167-Q184]

[Oct-2023] ITIL ITIL-Foundation Exam: Basic Questions With Answers
New 2023 Realistic Free ITIL ITIL-Foundation Exam Dump Questions and Answer

ITIL (Information Technology Infrastructure Library) is a globally recognized framework for IT Service Management. It provides a comprehensive set of best practices that help organizations deliver high-quality IT services that meet the needs of their customers. The ITIL-Foundation (ITIL Foundation Certification - IT Service Management) Exam is a certification that validates the knowledge and understanding of ITIL concepts and practices.

ITIL Foundation Certification Exam is a valuable qualification for anyone who wants to enter the IT service management field or enhance their knowledge and skills in ITIL. It provides candidates with a comprehensive understanding of the ITIL framework and its implementation. ITIL Foundation Certification - IT Service Management certification is recognized globally and is highly valued by employers, making it a worthwhile investment in your career.

QUESTION 167

Which describes a proactive trigger for problem management?

- * Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident
- * Analysis of an incident by a technical support group which reveals that an underlying problem exists, or is likely to exist
- * Suspicion or detection of a cause of one or more incidents by the service desk
- * Trending of historical incident records to identify one or more underlying causes

QUESTION 168

Which one of the following functions would be responsible for the management of a data centre?

- * Technical management
- * Service desk
- * Application management
- * Facilities management

QUESTION 169

The consideration of value creation is a principle of which stage of the service lifecycle?

- * Continual service improvement
- * Service strategy
- * Service design
- * Service transition

QUESTION 170

Which of the following would NOT be contained in a release policy?

- * Naming and numbering conventions
- * Entry and exit criteria of the release into testing
- * Roles and responsibilities for the release
- * The risk register for the release

QUESTION 171

What is a change of state that has significance for the management of a configuration item (CI) called?

- * An event
- * A baseline
- * A change to a service level agreement
- * A request for change (RFC).

QUESTION 172

From the perspective of the service provider, who is the person or group that agrees their service targets?

- * The user
- * The customer
- * The supplier
- * The administrator

QUESTION 173

Which statement is CORRECT?

- * A function is a set of responsibilities allocated to a service manager
- * A process is a team or group of people and the tools they use to perform one or more activities
- * A function is a set of specialised organisational capabilities
- * A process is a structured set of activities designed to accomplish a specific objective

QUESTION 174

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

- * Planning how to recover the cost of a change
- * Planning the steps required to be taken if a change is unsuccessful
- * Planning how to compensate a user for a failed change
- * Planning how to advise the change requestor of a failed change

QUESTION 175

Which one of the following are the two primary elements that create value for customers?

- * Value on investment (VOI) and return on investment (ROI)
- * Customer and user satisfaction
- * Service requirements and warranty
- * Resources and capabilities

QUESTION 176

Which of the following is the BEST description of a centralized service desk?

- * The desk is co-located within or physically close to the user community it serves
- * The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- * The desk provides 24 hour global support
- * There is a single desk in one location serving the whole organization

QUESTION 177

Which statement should NOT be part of the value proposition for Service Design?

- * Reduced total cost of ownership
- * Improved quality of service
- * Improved Service alignment with business goals
- * Better balance of technical skills to support live services

QUESTION 178

Which of the following is NOT a service desk type recognized in the service operation volume of ITIL / guidance?

- * Local
- * Centralized
- * Outsourced
- * Virtual

QUESTION 179

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- * Training in risk management for all staff and identification of risks

- * Identification of risk, analysis and management of the exposure to risk
- * Control of exposure to risk and investment of capital
- * Training of all staff and investment of capital

QUESTION 180

Which is the CORRECT list for the three levels of a multi-level service level agreement (SLA)?

- * Technology, customer, user
- * Corporate, customer, service
- * Corporate, customer, technology
- * Service, user, IT

QUESTION 181

What term describes assurance that a product or service will meet its agreed requirements?

- * Underpinning contract
- * Warranty
- * Service level agreement
- * Utility

Explanation

Warranty: is fit for use; how the service is delivered; assurance that a product or service will meet its agreed requirements for availability, capacity, security, continuity

References: -<https://www.quia.com/jg/2634480list.html><https://itilblues.wordpress.com/2007/12/14/itil-v3-utility->

QUESTION 182

Which Functions are included in IT operations management?

- * Network management and application management
- * Technical management and change management
- * IT operations control and facilities management
- * Facilities management and release management

QUESTION 183

Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

- * External Customers
- * Suppliers
- * Operations
- * External Consultants

QUESTION 184

Which function or process would provide staff to monitor events in an operations bridge?

- * Technical management
- * IT operations management
- * Request fulfilment
- * Applications management

Guaranteed Success in ITIL Foundation Certification ITIL-Foundation Exam Dumps:
https://www.braindumpsit.com/ITIL-Foundation_real-exam.html