Exin ITIL-F Exam

Volume: 215 Questions

Question No : 1
Which of the following would be examined by a major problem review?
1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Answer: D

Question No : 2
What is the name of the group that should review changes that must be implemented faster than the normal change process?

A. Technical management

B. Emergency change advisory board

C. Urgent change board

D. Urgent change authority

Answer: B

Question No : 3
Which of the following is the BEST description of a service-based service level agreement (SLA)?

A. The SLA covers one service, for all the customers of that service

B. The SLA covers an individual customer group for all services they use

C. An SLA that covers all customers for all services

D. An SLA for a service with no customers

Answer: A

Question No : 4
What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

A. Configuration baseline

B. Project baseline

C. Change baseline

D. Asset baseline

Answer: A

Question No : 5
How many people should be accountable for a process as defined in the RACI model?

A. As many as necessary to complete the activity

B. Only one - the process owner

C. Two - the process owner and the process enactor

D. Only one - the process architect

Answer: B

Question No : 6
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 the storage devices will be

D. Agreeing the service levels for the service supported by the application

Answer: B

Question No : 7
Access management is closely related to which other process?

A. Capacity management only

B. 3rd line support

C. Information security management

D. Change management

Answer: C

Question No : 8
Which one of the following is an objective of service catalogue management?

A. Negotiating and agreeing service level agreement

B. Negotiating and agreeing operational level agreements

C. Ensuring that the service catalogue is made available to those approved to access it

D. Only ensuring that adequate technical resources are available

Answer: C

Question No : 9
Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

A. Service level management

B. Change management

C. Incident management

D. Service asset and configuration management

Answer: D

Question No : 10
Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

A. Implementing service and process improvements

B. Reviewing measurements and metrics

C. Creating a baseline

D. Defining measurable targets

Answer: D

Question No : 11
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 : 12
The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

A. A change

B. A change model

C. A change request

D. A change advisory board

Answer: A

Question No : 13
Which process will regularly anal0yse incident data to identify discernible trends?

A. Service level management

B. Problem management

C. C0hange management

D. Event management

Answer: B

Question No : 14
Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs)

B. Third-party contracts

C. The service portfolio

D. Operational level agreements (OLAs)

Answer: B

Question No : 15
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