Exam Number/Code :   BH0-006

Exam Name : ITIL V3 Foundation
Certificate in IT
Service Management

Version :   Demo

1. Within Service Design, what is the key output handed over to Service Transition?

A. Measurement, methods and metrics

B. Service Design Package

C. Service Portfolio Design

D. Process definitions

Answer: B

2. Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

A. People, Process, Partners, Suppliers

B. People, Process, Products, Technology

C. People, Process, Products, Partners

D. People, Products, Technology, Partners

Answer: C

3. Which processes review Underpinning Contracts on a regular basis?

A. Supplier Management and Service Level Management

B. Supplier Management and Demand Management

C. Demand Management and Service Level Management

D. Supplier Management, Demand Management and Service Level Management

Answer: A

4. 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

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

6. What does a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Answer: C

7. The BEST definition of an Incident is:

A. An unplanned disruption of service unless there is a backup to that service

B. An unplanned interruption or reduction in the quality of an IT Service

C. Any disruption to service whether planned or unplanned

D. Any disruption to service that is reported to the Service Desk, regardless of whether the service is impacted or not

Answer: B

8. What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?

2. Where are we now?

3. Where do we want to be?

4. How do we get there?

5. Did we get there?

6. ?

A. What is the Return On Investment (ROI)?

B. How much did it cost?

C. How do we keep the momentum going?

D. What is the Value On Investment (VOI)?

Answer: C

9. Which of the following is NOT the responsibility of the Service Catalogue Manager?

A. Ensuring that information in the Service Catalogue is accurate

B. Ensuring that information within the Service Pipeline is accurate

C. Ensuring that information in the Service Catalogue is consistent with information in the

Service Portfolio

D. Ensuring that all operational services are recorded in the Service Catalogue

Answer: B

10. Which of the following do Service Metrics measure?

A. Processes and functions

B. Maturity and cost

C. The end to end service

D. Infrastructure availability

Answer: C

11. A change process model should include:

1. The steps that should be taken to handle the change with any dependences or co-processing defined, including

handling issues and unexpected events

2. Responsibilities; who should do what, including escalation

3. Timescales and thresholds for completion of the actions

4. Complaints procedures

A. 1, 2 and 3 only

B. All of the above

C. 1 and 2 only

D. 1, 2 and 4 only

Answer: A

12. The consideration of business outcomes and value creation are principles of which

part of the Service Lifecycle?

A. Continual Service Improvement

B. Service Strategy

C. Service Design

D. Service Transition

Answer: B

13. Which is the BEST definition of a Configuration Item (CI)?

A. An item of hardware or software registered in the asset database

B. A collection of information used to describe a hardware or software item

C. An asset, service component or other item that is, or will be, under the control of

Configuration Management

D. Information recorded by the Service Desk when an Incident is reported

Answer: C

14. Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

1. Risk assessment

2. Testing of resilience mechanisms

3. Monitoring of component availability

A. All of the above

B. 1 and 2 only

C. 1 and 3 only

D. 2 and 3 only

Answer: B

15. Which of the following would be defined as part of every process?

1. Roles

2. Activities

3. Functions

4. Responsibilities

A. 1 and 3 only

B. All of the above

C. 2 and 4 only

D. 1, 2 and 4 only

Answer: D

16. Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live

environment?

A. Service Level Management

B. Service Catalogue Management

C. Demand Management

D. Service Transition

Answer: B

17. Which of the following is a responsibility of Supplier Management?

A. Development, negotiation and agreement of Service Level Agreements (SLAs)

B. Development, negotiation and agreement of contracts

C. Development, negotiation and agreement of the Service Portfolio

D. Development, negotiation and agreement of organizational Level Agreements (OLAs)

Answer: B

18. Which of the following BEST describes 'Partners' in the phrase "People, Processes, Products and Partners"?

A. Suppliers, manufacturers and vendors

B. Customers

C. Internal departments

D. The Facilities Management function

Answer: A

19. Which of the following is NOT an example of a Service Provider Type?

A. Internal service provider

B. External service provider

C. Third-party provider

D. Shared services unit

Answer: C

20. Which of the following activities is NOT a part of the Deming Cycle?

A. Act

B. Plan

C. Do

D. Coordinate

Answer: D