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Vendor: ISEB

Exam Code: BH0-012

Exam Name: The Foundation ITIL (2012 Onwards)

Version: Demo

QUESTION 1

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

Correct Answer: D

QUESTION 2

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

QUESTION 3

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

Correct Answer: D

QUESTION 4

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

Correct Answer: B

QUESTION 5

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

Correct Answer: C

QUESTION 6

Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics
2. Business continuity strategy
3. Business impact analysis (BIA)
4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

Correct Answer: C

QUESTION 7

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

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

Correct Answer: A

QUESTION 8

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- 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

Correct Answer: B

QUESTION 9

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
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Correct Answer: A

QUESTION 10

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

- A. To ensure that a service can be managed and operated in accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

Correct Answer: B

QUESTION 11

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented

- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

Correct Answer: D

QUESTION 12

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

Correct Answer: B

QUESTION 13

Which of the following are managed by facilities management?

1. Hardware within a data centre or computer room
2. Applications
3. Power and cooling equipment
4. Recovery sites

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

Correct Answer: C

QUESTION 14

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

QUESTION 15

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

Correct Answer: C

QUESTION 16

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity

- B. Perform an activity
- C. Be kept up-to-date on the progress of an activity
- D. Manage an activity

Correct Answer: C

QUESTION 17

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

Correct Answer: A

QUESTION 18

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Correct Answer: A

QUESTION 19

Which one of the following is an objective of release and deployment management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To ensure that the overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

Correct Answer: D

QUESTION 20

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

QUESTION 21

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

Correct Answer: C

QUESTION 22

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the service knowledge management system
- D. The configuration management system is part of the configuration management database

Correct Answer: C

QUESTION 23

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

Correct Answer: C

QUESTION 24

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Correct Answer: B

QUESTION 25

Which of the following are the MAIN objectives of incident management?

1. To automatically detect service-affecting events
 2. To restore normal service operation as quickly as possible
 3. To minimize adverse impacts on business operations
- A. 1 and 2 only
 - B. 2 and 3 only
 - C. 1 and 3 only
 - D. All of the above

Correct Answer: B

QUESTION 26

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Correct Answer: A

QUESTION 27

In terms of adding value to the business, which one of the following describes service operation's contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modelled
- D. Service value is visible to customers

Correct Answer: D

QUESTION 28

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware
- B. Describes how the configuration items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

Correct Answer: B

QUESTION 29

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

Correct Answer: B

QUESTION 30

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

Correct Answer: C

QUESTION 31

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)

Correct Answer: B

QUESTION 32

Which areas of service management can benefit from automation?

1. Design and modelling
2. Reporting
3. Pattern recognition and analysis
4. Detection and monitoring

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

Correct Answer: D

QUESTION 33

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 34

Which one of the following is the BEST definition of the term 'service management'?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 35

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 36

Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Correct Answer: B

QUESTION 37

Consider the following list:

1. Change authority
2. Change manager
3. Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

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