



[ISEB BH0-006](#)

Exam Name: *ITIL V3 Foundation Certificate in IT Service Management*

Q & A : 120 Q&As

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Title : ITIL V3 Foundation Certificate in IT Service Management

1. 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

2. 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

3. 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

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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

10. 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

11. 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

12. 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

13. 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

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

- A. Act
- B. Plan
- C. Do
- D. Coordinate

Answer: D

15. 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

16. 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

17. What does a service always deliver to customers?

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

Answer: C

18. 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

19. 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

20. 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

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