



Vendor: ISEB

Exam Code: BH0-001

Exam Name: IT Service Management Foundation Certificate
(ITIL)

Version: DEMO

QUESTION 1

Which of the following is NOT true?

- A. Availability Management should contribute to the design and development of new software products
- B. Availability Management is concerned with the performance of hardware CIs
- C. Availability Management negotiates availability levels with customers to ensure their requirements are met
- D. Maintaining the agreed level of confidentiality is a concern of Availability Management

Answer: C

QUESTION 2

Which two other Service Management disciplines does Release Management work with most closely?

- A. Change and Configuration
- B. Availability and Problem
- C. Change and Incident
- D. Configuration and Availability

Answer: A

QUESTION 3

Which of these should be included in a Release Policy?

- 1 Numbering conventions
- 2 Definition of acceptance criteria for adding new software to the DSL
- 3 Policy for issuing emergency releases

- A. All three
- B. 1 and 2
- C. 1 and 3
- D. 2 and 3

Answer: A

QUESTION 4

Charging enables an organisation to:

- A. Calculate the risk of overspending
- B. Reduce the risk of overspending
- C. Identify the cost of Changes
- D. Recover the costs of IT services from customers

Answer: D

QUESTION 5

Gradual Recovery is also referred to as?

- A. Hot Standby
- B. Cold Standby
- C. Reciprocal Arrangement
- D. Warm Standby

Answer: B

QUESTION 6

Which of the following data is LEAST likely to be used in the Incident Control process?

- A. Cost of faulty item
- B. Incident category
- C. Make/model of faulty item
- D. Impact code

Answer: A

QUESTION 7

The process to implement SLAs comprises the following activities in which sequence?

- A. Draft SLAs, review Underpinning Contracts and OLAs, negotiate, catalogue service levels, agree SLAs
- B. Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs
- C. Review Underpinning Contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs
- D. Draft SLAs, catalogue services, review Underpinning Contracts and OLAs, establish SLRs, negotiate, agree SLRs

Answer: B

QUESTION 8

If the cost of providing network services is based on actual usage during a given period of time, this would be an example of:

- A. Variable costs
- B. Depreciation costs
- C. Fixed costs
- D. Accommodation costs

Answer: A

QUESTION 9

Which of the following most accurately reflects Incident Management activities?

- A. Incident detection, logging, investigation, escalation, root cause analysis, resolution and closure
- B. Incident detection, classification, escalation, Known Error matching, resolution, change recommendation, closure

- C. Incident detection, logging, classification, initial support, escalation, communication, closure
- D. Incident detection, recording, classification, initial support, investigation, diagnosis, resolution, recovery and closure and escalation

Answer: D

QUESTION 10

Which of these statements is correct?

- 1 Effective Change Management ensures that urgency and impact are used to make decisions on the scheduling of Changes
- 2 Change Management controls all aspects of the change process

- A. Both of them
- B. 1 only
- C. 2 only
- D. Neither of them

Answer: A

QUESTION 11

Which of the following statements is/are true?

- Business Impact Analysis (BIA) should allow an organisation to identify the circumstances under which unavailability of a service will become critical.
- Fully tested ITIL conformant IT Service Continuity plan should ensure that essential IT services can be recovered within the timescales required by the business and within acceptable budgets.

- A. Only the first
- B. Neither
- C. Only the last
- D. Both

Answer: D

QUESTION 12

Which of the following activities is NOT associated with proactive prevention of Problems?

- A. Problem Classification
- B. Problem Trend Analysis
- C. Targeting Support Action
- D. Providing information about potential problems to the organisation

Answer: A