BH0-006 ITIL V3 Foundation Certificate in IT Service Management

Practice Test

Version 1.0

QUESTION NO: 1

Which of the following does the availability management process include: 1.ensuring services are able to meet availability targets 2.monitoring and reporting actual availability 3. Improvement activities, to ensure that services continue to meet or exceed their availability goals

A. 1 only
B. all of the above
C. 1 and 2 only
D. 1 and 3 only

Answer: B

QUESTION NO: 2

Which of the following is NOT a valid objective of problem management?

A. to prevent problems and their resultant incidents
B. to manage problems throughout their lifecycle
C. to restore service to a user
D. tominimise the impact of incidents that cannot be prevented

Answer: C

QUESTION NO: 3

Availability management is responsible for availability of:

A. services and components
B. services and business processes
C. components and business processes
D. services, components and business processes

Answer: A

QUESTION NO: 4

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented process?

A. the release packaging and build manager
B. the requestfulfilment process owner

C. the service owner

D. the service desk owner

Answer: B

QUESTION NO: 5

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

A. to decide how IT will engagewth suppliers during the service management 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

Answer: D

QUESTION NO: 6

IT operations management have been asked by a customer to carry out non-standard activity that will cause them to miss an agreed service level target. How should they respond?

A. refuse the request because they must operate the service to meet the agreed service levels

B. make a decision based on balancing stability and responsiveness

C. accept the request as they must support customer business outcomes

D. they should escalate this decision to service strategy

Answer: B

QUESTION NO: 7

The left-hand side of the service V model represents requirements and specifications. What does the right-hand side of the service V model represent?

A. Validation and Testing

B. The business value that can be expected from a given service

C. Performance and capacity requirements of services and IT infrastructure

D. roles and responsibilities for an effective service management implementation

Answer: A

QUESTION NO: 8

Which of the following is NOT a purpose of Service Transition?

A. to ensure that a service can bemanaged, operated and supported
B. to provide training and certification in project management
C. to provide quality knowledge of change, release and deployment management
D. to plan and manage the capacity and resources requirements to manage a release

Answer: B

QUESTION NO: 9

Which of the following is NOT a characteristic of a process?

A. it is measurable
B. delivers specific results
C. responds to specific events
D. a method of structuring an organization

Answer: D

QUESTION NO: 10

Which of the following BEST describes a service request?

A. a request from a user for information, advice of for a standard change
B. anything that the customer wants and is prepared to pay for
C. any request or demand that is entered by a user via a self-help web-based interface
D. any request for change (RFC) that is low risk and can be approved by the change manager without a change advisory board (CAB) meeting

Answer: A

QUESTION NO: 11

Which of the following is a responsibility of supplier management?

A. development, negotiation and agreement of service level agreements
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

Answer: B

QUESTION NO: 12

A single release unit, or a structured set of release units can be defined within:

A. the RACI model
B. the release package
C. a request model
D. the plan, do, check, act (PDCA) cycle

Answer: B

QUESTION NO: 13

Which of the following is NOT a function?

A. Application Management
B. Service Desk
C. Incident Management
D. Technical Management

Answer: C

QUESTION NO: 14

Which of the following is NOT the responsibility of the service catalogue manager?

A. ensuring that the information in the service catalogue is accurate
B. ensuring that the information within the service pipeline is accurate
C. ensuring that the information in the service catalogue is consistent with the information in the service portfolio
D. ensuring that all the operational services are recorded in the service catalogue

Answer: B

QUESTION NO: 15

Which of the following is step 1 in the 7 step improvement process?