

ISEB

Exam BH0-012

The Foundation ITIL (2012 Onwards)

Version: 7.0

[Total Questions: 166]

Question No: 1

Which of these statements about resources and capabilities is CORRECT?

- A. Resources are types of service asset and capabilities are not
- **B.** Resources and capabilities are both types of service asset
- C. Capabilities are types of service asset and resources are not
- **D.** Neither capabilities nor resources are types of service asset

Answer: B

Question No: 2

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

Question No: 3

Service transition contains detailed descriptions of which processes?

- **A.** Change management, service asset and configuration management, release and deployment management
- **B.** Change management, capacity management event management, service request management
- **C.** Service level management, service portfolio management, service asset and configuration management
- **D.** Service asset and configuration management, release and deployment management, request fulfillment

Answer: A

Question No: 4



Which of the following service desk organizational structures are described in service operation?

- 1. Local service desk
- 2. Virtual service desk
- 3. IT help desk
- 4. Follow the sun
- A. 1, 2 and 4 only
- **B.** 2, 3 and 4 only
- **C.** 1, 3 and 4 only
- **D.** 1, 2 and 3 only

Answer: A

Question No:5

What is the act of transforming resources and capabilities into valuable service better known as?

- **A.** Service management
- **B.** Incident management
- **C.** Resource management
- D. Service support

Answer: A

Question No: 6

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

Answer: D

Question No:7

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?

- A. Job descriptions
- **B.** Functions
- C. Teams
- D. Roles, people or groups

Answer: D

Question No:8

Which areas of service management can benefit from automation?

- 1. Design and modeling
- 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

Answer: D



Question No:9

Which is the CORRECT list for the three levels of a multi-level service level agreement (SLA)?

- A. Technology, customer, user
- B. Corporate, customer, service
- C. Corporate, customer, technology
- D. Service, user, IT

Answer: B

Question No: 10

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

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

Answer: C

Question No: 11

Which of the following should be documented in an incident model?

- 1. Details of the service level agreement (SLA) pertaining to the incident
- 2. Chronological order of steps to resolve the incident
- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Answer: B

Question No: 12

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
- B. The design of new or changed services
- C. The design of market spaces
- **D.** The design of the technology architectures

Answer: C

Question No: 13

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)

Answer: B

Question No: 14

The definitive media library is the responsibility of:

- A. Facilities management
- **B.** Access management
- C. Request fulfillment
- D. Service asset and configuration management

Answer: D

Question No: 15

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

Answer: C

Question No: 16

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- **B.** Availability
- C. Capacity
- **D.** Continuity

Answer: B

Question No: 17

Which of the following is NOT a service desk type recognized in the service operation volume of ITIL?

- A. Local
- **B.** Centralized
- C. Outsourced
- **D.** Virtual

Answer: C

Question No: 18

Which of the following activities are performed by a service desk?

- 1. Logging details of incidents and service requests
- 2. Providing first-line investigation and diagnosis
- 3. Restoring service
- 4. Implementing all standard changes
- A. All of the above
- **B.** 1, 2and 3 only
- **C.** 2 and 4 only
- D. 3 and 4 only

Answer: B

Question No: 19

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?
- **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

Question No: 20

Which problem management activity ensures that a problem can be easily tracked and

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management information can be obtained?

- A. Categorization
- **B.** Detection
- **C.** Prioritization
- **D.** Escalation

Answer: A

Question No: 21

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

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- A. Event management, incident management, problem management, request fulfillment, and access management
- **B.** Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- **D.** Incident management, service desk, request fulfillment, access management, and event management

Answer: A

Question No: 22

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

Question No: 23

Which one of the following do technology metrics measure?

- A. Components
- **B.** Processes
- C. The end-to-end service
- D. Customer satisfaction

Answer: A

Question No: 24

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- **D.** Knowledge and service level management

Answer: C

Question No: 25

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

Answer: A

Question No: 26

Which one of the following is the BEST description of a service request?