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Exam : 58

Title : ITIL Foundation (syllabus 2011)

Version : DEMO

1.Which role is responsible for carrying out the activities of a process?
A. Process owner
B. Change manager
C. Service manager
D. Process practitioner
Answer: D

2.Which process or function is responsible for monitoring activities and events in the IT infrastructure?
A. Service level management
B. IT operations management
C. Capacity management
D. Incident management
Answer: B

3.Which of the following options is a hierarchy that is used in knowledge management?
A. Wisdom - Information - Data - Knowledge
B. Data - Information - Knowledge - Wisdom
C. Knowledge - Wisdom - Information - Data
D. Information - Data - Knowledge - Wisdom
Answer: B

4.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
Answer: A

5.Why are public frameworks, such as 1TIL, attractive when compared to proprietary knowledge?
A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
B. Public frameworks are always cheaper to adopt
C. Public frameworks are prescriptive and tell you exactly what to do
D. Proprietary knowledge has been tested in a wide range of environments
Answer: A