

## [2017-New-Version Exam ITIL-Foundation Dumps VCE 465q Free Offered by Braindump2go[31-40]

2017 March New Dumps | Braindump2go ITIL Foundation Exam Dumps with PDF and VCE Free Updated Today! 1. |NEW ITIL Foundation PDF and VCE Dumps 63Q&As Download:<http://www.braindump2go.com/itil-foundation.html> 2. |NEW ITIL Foundation Exam Questions & Answers Download:<https://1drv.ms/f/s!AvI7wzKf6QBjgz9M1r9esIEIXPW9> QUESTION 31 Which process will regularly analyse incident data to identify discernible trends? A. Service level management B. Problem management C. Change management D. Event management Answer: B QUESTION 32 Which is the correct definition of a customer facing service? A. One which directly supports the business processes of customers B. A service that cannot be allowed to fail C. One which is not covered by a service level agreement D. A service not directly used by the business Answer: A QUESTION 33 Which one of the following is the BEST definition of the term service management? A. A set of specialized organizational capabilities for providing value to customers in the form of services B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose C. The management of functions within an organization to perform certain activities D. Units of organizations with roles to perform certain activities Answer: A QUESTION 34 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. To eliminate recurring incidents Answer: C QUESTION 35 Which one of the following is an objective of service catalogue management? A. Negotiating and agreeing service level agreement B. Negotiating and agreeing operational level agreements C. Ensuring that the service catalogue is made available to those approved to access it D. Only ensuring that adequate technical resources are available Answer: C QUESTION 36 Which of the following statements BEST describes the aims of release and deployment management? A. To build, test and deliver the capability to provide the services specified by service design B. To ensure that each release package specified by service design consists of a set of related assets and service components C. To ensure that all changes can be tracked, tested and verified if appropriate D. To record and manage deviations, risks and issues related to the new or changed service Answer: A QUESTION 37 Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach? A. Implementing service and process improvements B. Reviewing measurements and metrics C. Creating a baseline D. Defining measurable targets Answer: D QUESTION 38 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 39 The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk? A. Training in risk management for all staff and identification of risks B. Identification of risk, analysis and management of the exposure to risk C. Control of exposure to risk and investment of capital D. Training of all staff and investment of capital Answer: B QUESTION 40 Which of the following is an enabler of best practice? A. Standards B. Technology C. Academic research D. Internal experience Answer: B !!!RECOMMEND!!! 1. |NEW ITIL Foundation PDF and VCE Dumps 63Q&As Download: <http://www.braindump2go.com/itil-foundation.html> 2. |NEW ITIL Foundation Study Guide Video: YouTube Video: [YouTube.com/watch?v=Vgd7\\_dgydN4](https://www.youtube.com/watch?v=Vgd7_dgydN4)