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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 51What are underpinning contracts used to document? A. The provision of IT services or business services by a service providerB. The provision of goods and services by third party suppliersC. Service levels that have been agreed between the internal service provider and their customerD. Metrics and critical success factors (CSFs) for internal support teams Answer: B QUESTION 52In which document would you expect to see an overview of actual service achievements against targets? A. Operational level agreement(OLA)B. Capacity planC. Service level agreement(SLA)D. SLA monitoring chart(SLAM) Answer: D QUESTION 53Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard? A. The IT directorB. The process ownerC. The service ownerD. The customer Answer: B QUESTION 54Which process is responsible for ensuring that appropriate testing takes place? A. Knowledge managementB. Release and deployment managementC. Service asset and configuration managementD. Service level management Answer: B QUESTION 55Which of the following identify the purpose of business relationship management?1. To establish and maintain a business relationship between service provider and customer2. To identify customer needs and ensure that the service provider is able to meet A. Both of the aboveB. 1 onlyC. 2 onlyD. Neither of the above Answer: A QUESTION 56Which of the following is the correct definition of an outcome? A. The results specific to the clauses in a service level agreement (SLA)B. The result of carrying out an activity, following a process or delivering an IT serviceC. All the accumulated knowledge of the service providerD. All incidents reported to the service desk Answer: B QUESTION 57Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle? A. Service StrategyB. Continual Service ImprovementC. Service OperationD. Service Design Answer: B QUESTION 58Which process would ensure that utility and warranty requirements are properly addressed in service designs? A. Availability managementB. Capacity managementC. Design coordinationD. Release management Answer: C QUESTION 59What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? A. EmployersB. StakeholdersC. RegulatorsD. Accreditors Answer: B QUESTION 60What 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?6. ? 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 !!!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)