[2017-New-VersionFull Version ITIL-Foundation Exam Dumps (PDF and VCE) 465Q for Free Download[21-30

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 21 Which of the following are basic concepts used in access management? A.   Personnel, electronic, network, emergency, identityB.   Rights, access, identity, directory services, service/service componentsC.   Physical, personnel, network, emergency, serviceD.   Normal, temporary, emergency, personal, group Answer: B QUESTION 22Which of these statements about resources and capabilities is CORRECT? A.   Resources are types of service asset and capabilities are notB.   Resources and capabilities are both types of service assetC.   Capabilities are types of service asset and resources are notD.   Neither capabilities nor resources are types of service asset Answer: B QUESTION 23Within service design, what is the key output handed over to service transition? A.   Measurement, methods and metricsB.   Service design packageC.   Service portfolio designD.   Process definitions Answer: B QUESTION 24What should a service always deliver to customers? A.   ApplicationsB.   InfrastructureC.   ValueD.   Resources Answer: C QUESTION 25Which process is responsible for the availability, confidentiality and integrity of data? A.   Service catalogue managementB.   Service asset and configuration managementC.   Change managementD.   Information security management Answer: D QUESTION 26Availability management is directly responsible for the availability of which of the following? A.   IT services and componentsB.   IT services and business processesC.   Components and business processesD.   IT services, components and business processes Answer: A QUESTION 27Consider the following list:1. Change authority2. Change manager3. Change advisory board (CAB)Which one of the following is the BEST description of the items above? A.   Job descriptionsB.   FunctionsC.   TeamsD.   Roles, people or groups Answer: D QUESTION 28Hierarchic escalation is BEST described as? A.   Notifying more senior levels of management about an incidentB.   Passing an incident to people with a greater level of technical skillC.   Using more senior specialists than necessary to resolve an Incident to maintain customer satisfactionD.   Failing to meet the incident resolution times specified in a service level agreement Answer: A QUESTION 29Which one of the following functions would be responsible for the management of a data centre? A.   Technical managementB.   Service deskC.   Application managementD.   Facilities management Answer: D QUESTION 30Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure? A.   RACI modelB.   Incident modelC.   Continual service improvement (CSI) approachD.   The Deming Cycle Answer: A !!!RCOMMEND!!! 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