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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 1A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them? A.   Be accountable for the outcome of an activityB.   Perform an activityC.   Be kept up-to-date on the progress of an activityD.   Manage an activity Answer: C QUESTION 2Which of the following are objectives of service level management?1: Defining, documenting and agreeing the level of FT services to be provided2: Monitoring, measuring and reporting the actual level of services provided3: Monitoring and improving customer satisfaction4: Identifying possible future markets that the service provider could operate in A.   1, 2 and 3 onlyB.   1 and 2 onlyC.   1, 2 and 4 onlyD.   All of the above Answer: A QUESTION 3Which one of the following do technology metrics measure? A.   ComponentsB.   ProcessesC.   The end-to-end serviceD.   Customer satisfaction Answer: A QUESTION 4Which process includes business, service and component sub-processes? A.   Capacity managementB.   Incident managementC.   Service level managementD.   Financial management Answer: A QUESTION 5Which one of the following is NOT part of the service design stage of the service lifecycle? A.   Designing and maintaining all necessary service transition packagesB.   Producing quality, secure and resilient designs for new or improved servicesC.   Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are producedD.   Measuring the effectiveness and efficiency of service design and the supporting processes Answer: A QUESTION 6What is the result of carrying out an activity, following a process or delivering an IT service known as? A.   OutcomeB.   IncidentC.   ChangeD.   Problem Answer: A QUESTION 7Which process is responsible for managing relationships with vendors? A.   Change managementB.   Service portfolio managementC.   Supplier managementD.   Continual service improvement Answer: C QUESTION 8Which of the following service desk organizational structures are described in service operation?1. Local service desk2. Virtual service desk3. IT help desk4. Follow the sun A.   1, 2 and 4 onlyB.   2, 3 and 4 onlyC.   1, 3 and 4 onlyD.   1, 2 and 3 only Answer: A QUESTION 9 What are the categories of event described in the UIL service operation book? A.   Informational, scheduled, normalB.   Scheduled, unscheduled, emergencyC.   Informational, warning, exceptionD.   Warning, reactive, proactive Answer: C QUESTION 10What 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 !!!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