

**Exam : ISEB BH0-006**

**Title : ITIL V3 Foundation Certificate in IT Service Management**

**Version : DEMO**

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1. Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed in the Service Level Agreement (SLA) is the responsibility of which process?

- A. The Service Catalogue Management
- B. The Configuration Management
- C. The Change Management
- D. The Information Security Management

ANSWER: D

2. Which of the following are goals of Service Operation?

- 1. To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business
  - 2. The successful release of services into the live environment
- A. 1 only
  - B. 2 only
  - C. Both of the above
  - D. Neither of the above

ANSWER: A

3. Where should details of a Workaround always be documented?

- A. The Service Level Agreement (SLA)
- B. The Problem Record
- C. The Availability Management Information System
- D. The IT Service Continuity Plan

ANSWER: B

4. Which two processes are MOST likely to be sources of problem detection?

- A. Incident and Financial Management
- B. Change and Release Management
- C. Incident and Event Management
- D. Knowledge and Service Level Management

ANSWER: C

5. Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported

- B.To provide training and certification in project management
- C.To provide quality knowledge of Change, Release and Deployment Management
- D.To plan and manage the capacity and resource requirements to manage a release

ANSWER: B

6. Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

- A.Availability Management
- B.Demand Management
- C.Financial Management
- D.Service Level Management

ANSWER: B

7. Which stage of the Continuous Service Improvement (CSI) model stages is BEST described as 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A.Where are we now?
- B.Where do we want to be?
- C.How do we get there?
- D.Did we get there?

ANSWER: B

8. Who is responsible for defining Key Performance Indicators (KPIs) for Change Management?

- A.The Change Management Process Owner
- B.The Change Advisory Board (CAB)
- C.The Service Owner
- D.The Continual Service Improvement Manager

ANSWER: A

9. The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A.A Service Change
- B.A Change Model
- C.A Pre-approved Change
- D.A Change Advisory Board

ANSWER: A

10. Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

ANSWER: B

11. Which of the following BEST describes the goal of Access Management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent Problems and resulting Incidents from happening
- D. To detect security events and make sense of them

ANSWER: B

12. A configuration model can be used to help

- 1. Assess the impact and cause of incidents and problems
  - 2. Assess the impact of proposed changes
  - 3. Plan and design new or changed services
  - 4. Plan technology refresh and software upgrades
- A. 1, 2, and 3 only
  - B. All of the above
  - C. 1, 2 and 4 only
  - D. 3 and 4 only

ANSWER: B

13. Which of these is the BEST description of a release unit?

- A. The portion of a service or IT infrastructure that is normally released together
- B. The smallest part of a service or IT infrastructure that can be independently changed
- C. The portion of a service or IT infrastructure that is changed by a particular release
- D. A metric for measuring the effectiveness of the Release and Deployment Management process

ANSWER: A

14. Which process is responsible for monitoring an IT Service and detecting when the performance drops below acceptable

limits?

- A. Service Asset and Configuration Management
- B. Event Management
- C. Service Catalogue Management
- D. Performance Management

ANSWER: B

15. Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand Management
- B. Incident Management
- C. Release and Deployment Management
- D. Request Fulfilment

ANSWER: D

16. Who is responsible for defining Key Performance Indicators (KPIs) for Change Management?

- A. The Change Management Process Owner
- B. The Change Advisory Board (CAB)
- C. The Service Owner
- D. The Continual Service Improvement Manager

ANSWER: A

17. What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration Baseline
- B. Project Baseline
- C. Change Baseline
- D. Asset Baseline

ANSWER: A

18. Which statement about the Emergency Change Advisory Board (ECAB) is CORRECT?

- A. The ECAB considers every high priority Request for Change
- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
- D. The ECAB will be chaired by the IT Director

ANSWER: C

19. What body exists to support the authorisation of changes and to assist Change Management in the assessment and prioritization of changes?

- A. The Change Authorisation Board
- B. The Change Advisory Board
- C. The Change Implementer
- D. The Change Manager

ANSWER: B

20. What should the seven Rs of Change Management be used for?

- A. To assist with the impact assessment of a change request
- B. To review changes after they have been implemented
- C. To allocate the roles and responsibilities during the Change Management process
- D. To act as a framework for implementing a change

ANSWER: A

21. Which of the following are included within Release and Deployment Models?

- 1. Roles and responsibilities
- 2. Template release and deployment schedules
- 3. Supporting systems, tools and procedures
- 4. Handover activities and responsibilities

- A. 1, 2 and 4 only
- B. 2, 3 and 4 only
- C. All of the above
- D. 1 and 4 only

ANSWER: C

22. Major Incidents require:

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

ANSWER: A

23. Which of the following statements about Incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service. This includes technical staff
- C. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- D. Incidents reported by technical staff must be logged as Problems because technical staff manage infrastructure devices not services

ANSWER: B

24. Which process lists "Understanding patterns of business activity" as a major role?

- A. Demand Management
- B. Supplier Management
- C. Service Desk
- D. Request Fulfilment

ANSWER: A

25. Outside of the core publications, which part of ITIL provides guidance in adapting good practice for specific business environments?

- A. The ITIL Complementary Guidance
- B. The Service Support book
- C. Pocket Guides
- D. The Service Strategy book

ANSWER: A