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QUESTION 1 Which types of communication would the functions within service operation use? 1. Communication between data centre shifts 2. Communication related to changes 3. Performance reporting 4. Routine operational communication
A. 1 only B. 2 and 3 only C. 1, 2 and 4 only
D. All of the above Answer: D

QUESTION 2 Where would all the possible service improvement opportunities be recorded? A. CSI register B. Known error database
C. Capacity management information system D. Configuration management database Answer: A

QUESTION 3 Which of the following statements correctly states the relationship between urgency, priority and impact? A. Impact, priority and urgency are independent of each other B. Urgency should be based on impact and priority
C. Impact should be based on urgency and priority D. Priority should be based on impact and urgency Answer: D

QUESTION 4 Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle? A. Service strategy
B. Service transition C. Service operation D. Continual service improvement Answer: C

QUESTION 5 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

QUESTION 6 Which of the following statements about processes is INCORRECT? A. They are units of organizations B. They are measurable
C. They deliver specific results D. They respond to specific events Answer: A

QUESTION 7 Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"? A. Service strategy
B. Service transition planning and support C. Service level management D. Change management Answer: B

QUESTION 8 What are customers of an IT service provider who purchase services in terms of a legally binding contract known as? A. Strategic customers
B. External customers C. Valued customers D. Internal customers Answer: B

QUESTION 9 Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process? A. The IT Director B. The Process Owner
C. The Service Owner D. The Customer Answer: B

QUESTION 10 Which Service Design process makes the most use of data supplied by Demand Management? A. Service Catalogue Management
B. Service Level Management C. IT Service Continuity Management
D. Capacity Management Answer: D

QUESTION 11 Which of the following statements about communication within Service Operation are CORRECT? 1. All communication must have an intended purpose or resultant action 2. Communication should not take place without a clear audience
A. 1 only B. 2 only C. Both of the above D. None of the above
Answer: C

QUESTION 12 Which is the CORRECT list for the three levels of a multi-level Service Level Agreement (SLA)?
A. Technology, Customer, User B. Corporate, Customer, Service
C. Corporate, Customer, Technology D. Service, User, IT Answer: B

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