

Exam : **Product BH0-006**

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

Version : **Demo**

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