

T estpassport問題集



更に上のクオリティ 更に上のサービス

一年で無料進級することに提供する
[Http://www.testpassport.jp](http://www.testpassport.jp)

Exam : **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 ManagementWArrialTimes New RomanZ

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?WArrialTimes New RomanZ

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 ManagerWArrialTimes New RomanZ

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 BoardWArrialTimes New RomanZ

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 languageWArrialTimes New RomanZ

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 themWArrialTimes New RomanZ

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 BaselineWArrialTimes New RomanZ

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 DirectorWArrialTimes New RomanZ

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 ManagerWArrialTimes New RomanZ

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 changeWArrialTimes New RomanZ

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 onlyWArrialTimes New RomanZ

Answer: C

22. Major Incidents require:

- A.Separate procedures
- B.Less urgency
- C.Longer timescales
- D.Less documentationWArrialTimes New RomanZ

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 \

26. Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A.The Service Level Management
- B.The IT Service Continuity Management
- C.The Service Catalogue Management
- D.The Supplier Management

Answer: D

27. The goal of which process is: "To improve the quality of management decision making by ensuring that reliable and secure information and data is available throughout the lifecycle"?

- A.Knowledge Management
- B.Availability Management
- C.Service Asset and Configuration Management
- D.Change Management

Answer: A

28. What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?

5. Did we get there?

6. ?

A.What is the Return On Investment (ROI)?

B.How much did it cost?

C.How do we keep the momentum going?

D.What is the Value On Investment (VOI)?WArrialTimes New RomanZ

Answer: C

29. Which of the following BEST describes 'Partners' in the phrase "People, Processes, Products and Partners"?

A.Suppliers, manufacturers and vendors

B.Customers

C.Internal departments

D.The Facilities Management functionWArrialTimes New RomanZ

Answer: A

30. Which statement about Service Level Agreements(SLAs) is CORRECT?

A.They must contain legal wording because of their importance

B.There should always be a separate SLA for each specific customer

C.The wording must be clear and concise to allow no room for ambiguity

D.Changes to the SLA can only be requested by the customerWArrialTimes New RomanZ

Answer: C