

[2017-New-VersionITIL-Foundation Exam Dumps PDF(Full Version)465q Download in Braindump2go[11-20

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 11 Which of the following are the MAIN objectives of incident management?1. To automatically detect service-affecting events2. To restore normal service operation as quickly as possible3. To minimize adverse impacts on business operations A. 1 and 2 onlyB. 2 and 3 onlyC. 1 and 3 onlyD. All of the above Answer: B QUESTION 12What is the name of the group that should review changes that must be implemented faster than the normal change process? A. Technical managementB. Emergency change advisory boardC. Urgent change boardD. Urgent change authority Answer: B QUESTION 13Which of the following is NOT an objective of service transition? A. To ensure that a service can be operated, managed and supportedB. To provide training and certification in project managementC. To provide quality knowledge and information about services and service assetsD. To plan and manage the capacity and resource requirements to manage a release Answer: B QUESTION 14Which of the following types of service should be included in the scope of service portfolio management?1. Those planned to be delivered2. Those being delivered3. Those that have been withdrawn from service A. 1 and 3 onlyB. All of the aboveC. 1 and 2 onlyD. 2 and 3 only Answer: B QUESTION 15The BEST description of an incident is: A. An unplanned disruption of service unless there is a backup to that serviceB. An unplanned interruption to service or a reduction in the quality of serviceC. Any disruption to service whether planned or unplannedD. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not Answer: B QUESTION 16Which one of the following is the CORRECT set of steps for the continual service improvement approach? A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improveB. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solutionD. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going? Answer: D QUESTION 17When can a known error record be raised?1. At any time it would be useful to do so2. After a workaround has been found A. 2 onlyB. 1 onlyC. Neither of the aboveD. Both of the above Answer: D QUESTION 18What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes? A. The change authorization boardB. The change advisory boardC. The change implementerD. The change manager Answer: B QUESTION 19Which process is responsible for discussing reports with customers showing whether services have met their targets? A. Continual service improvementB. Change managementC. Service level managementD. Availability management Answer: C QUESTION 20What do customer perceptions and business outcomes help to define? A. The value of a serviceB. GovernanceC. Total cost of ownership (TCO)D. Key performance indicators (KPIs) Answer: A !!!RECOMMEND!!! 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](https://www.youtube.com/watch?v=Vgd7_dgydN4)