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It dictates the way the business interacts with external suppliers **Answer: BExplanation:** https://www.cherwell.com/blog/7-steps-to-continual-service-improvement-csi-success **NEW QUESTION 436**Which of the following BEST describes an operational level agreement (OLA)? A. It contains targets that underpin those within an SLA to ensure that targets will not be breached by failure of the supporting activity.B. It is an agreement between a supplier and another part of the same organization that assists with the provision of services.C. It is a written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties.D. It is a legally binding contract outlining services delivered to an IT service provider that underpin a service that provider delivers to its customers. **Answer: BExplanation:** http://wiki.en.it-processmaps.com/index.php/Service_Level_Management **NEW QUESTION 437**Which of the following is NOT an objective of the operations management function? A. Swift application of skills to diagnose any IT operations failures that occurB. Delivering operational improvements to achieve reduced costsC. Management of the definitive media library (DML)D. Maintenance of status quo to achieve stability of day to day processes and activities **Answer: C**Explanation: https://en.wikipedia.org/wiki/Definitive_Media_Library **NEW QUESTION 438**What is the BEST description of an external customer? A. Someone who works in the same organization but in a different business unit to the service providerB. Anyone who gets charged for the delivered servicesC. Customers who are not part of the same organization as the service providerD. Customers for whom the cost of the service is the primary driver **Answer: CExplanation:** http://smallbusiness.chron.com/internal-customer-external-customer-11698.html **NEW QUESTION 439**How is a service delivered between departments of the same organization classified? A. Internal serviceB. External serviceC. Mission critical serviceD. Organizational service **Answer: C NEW QUESTION 440**What BEST describes the value of service transition to the business? A. It supports the creation of a catalogue of servicesB. It leads to gradual and continual improvement in service qualityC. It provides quick and effective access to standard servicesD. It results in higher volumes of successful change **Answer: B NEW QUESTION 441**Which is an objective of access management? A. To efficiently respond to requests for granting access to servicesB. To detect changes of state that have significance for management of an IT serviceC. To assist with general information, complaints or commentsD. To minimize the impact of incidents that cannot be prevented **Answer: A NEW QUESTION 442**What should be documented as part of every process? A. The process owner, process policy and set of process activitiesB. The service owner, service level agreement and set of process proceduresC. The policy owner, operational level agreement and set of process stepsD. The service manager, service contract and set of work instructions **Answer: D NEW QUESTION 443**What BEST defines serviceability? A. How quickly a service or component can be restored to normal working orderB. How long a service or component can perform its agreed function without failureC. The ability of a third-party supplier to meet the terms of its contractD. The part of the business process that is critical to providing the service **Answer: C NEW QUESTION 444**In service design, which term describes services, technologies and tools? A. PeopleB. PartnersC. ProductsD. Processes **Answer: CExplanation:**Many designs, plans and projects fail through a lack of preparation and management. The implementation of ITIL service management as a practice is about preparing and planning the effective and efficient use of the four Ps: the People, the Processes, the Products (services, technology and tools) and the Partners (suppliers, manufacturers and vendors). https://www.ucisa.ac.uk/~/media/Files/members/activities/ITIL/servicedesign/ITIL_Introducing%20Service%20Design%20pdf.ashx **NEW QUESTION 445**What should a release policy include? A. Roles and responsibilities across all the service transition processesB. Roles and responsibilities for updating the configuration management database (CMDB)C. Criteria and authorization to exit early life support and handover to the service operation functionD. How request for changes (RFCs) are approved for software releases in the IT production environment **Answer: C NEW QUESTION 446**Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment? A. Service portfolio managementB. Service level managementC. Service catalogue managementD. Service

capacity management **Answer: CExplanation:**https://facweb.northseattle.edu/lryan/IT109%20Intro.ppt **NEW QUESTION 447** What BEST describes an important principle of communication in service operation? A. It is efficient, effective and economical for all IT servicesB. It has an intended purpose or a resultant actionC. It focuses on creating a relationship between processes and productsD. It has responsibility for creating policies **Answer: D NEW QUESTION 448**What is an objective of event management? A. To maintain user satisfaction with the quality of IT servicesB. To detect changes of state that have significance for management of an IT serviceC. To provide a channel for users to receive standard services that they are expectingD. To minimize the impact of incidents due to service failures that cannot be prevented **Answer: A NEW QUESTION 449**Where are the details of core and enhancing services provided? A. The definitive media libraryB. The configuration management systemC. The service portfolioD. The service catalogue **Answer: D** NEW QUESTION 450Which is used to assess business demand for services? A. Premium business assetsB. Patterns of business activityC. Provider business assetsD. Predicted business architecture **Answer: B NEW QUESTION 451**What BEST describes the value of service operation to the business? A. It supports the creation of a portfolio of quantified servicesB. It ensures IT services are continuously aligned to business requirementsC. It defines the control of service assets and configurationsD. It reduces the duration and frequency of service outages **Answer: C NEW QUESTION 452**Which process analyses services that are no longer viable and when they should be retired? A. Change managementB. Service portfolio managementC. Service level managementD. Business relationship management **Answer: BExplanation:**http://www.list.lu/fileadmin/files/projects/TIPA_T10_ITIL_PAM_r2_v4.1.pdf **NEW QUESTION 453**What BEST defines roles and responsibilities in relation to process and activities? A. Human resource modelB. Configuration baselineC. Service modelD. RACI matrix Answer: DExplanation: http://www.thecqi.org/Documents/community/South%20Western/Wessex%20Branch/CQI%20Wessex%20-%20RACI%20approach%207Sep10.pdf (page 9) **NEW QUESTION 454**Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle? A. Testing the tool and training process managers on using the processB. Development or purchase of tools and deployment of the toolsC. Training tool administrators how to manage tools and monitoring tool performance in operational environmentD. Development or purchase of tools and deployment of the process **Answer: AD NEW QUESTION 455**Which three types of metric support Continual Service Improvement (CSI) activities? A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metricsB. Process metrics, software metrics and financial metricsC. Technology metrics, process metrics and service metricsD. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics **Answer: C NEW QUESTION 456**Which of the following are CORRECT Service Design Aspects?1. Service Solutions for new or changed services2. Management policies and guidelines3. Business requirements technology and management architectures4. Process requirements technology and management architectures A. 1 and 2B. 2 and 3C. 3 and 4D. 1 and 4 **Answer: DExplanation:** https://www.ucisa.ac.uk/~/media/Files/members/activities/ITIL/servicedesign/ITIL_Introducing%20Service%20Design%20pdf.ashx **NEW QUESTION 457**Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers? A. Service transitionB. Service level managementC. Service operationD. Service design **Answer: D NEW QUESTION 458**What is the BEST definition of a definitive media library? A. It is a secure library in which the latest versions of authorized software items are stored and protected.B. It is a structured document with definitive information regarding all live IT services, including those available for deployment.C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected.D. It is a set of tools and databases that is used to manage knowledge, information and data. **Answer: AExplanation:**One or more locations in which the definitive and authorized versions of all software configuration items are securely stored. The DML may also contain associated CI's such as licenses and documentation. The DML is a single logical storage area even if there are multiple locations. The DML is controlled by service asset and configuration management and is recorded in the configuration management system. http://www.servicemanagementart.com/uploaded-files/resources/ITIL_Foundation_Overview_v5_5_FINAL.pdf **NEW QUESTION 459**Which is an objective of the design coordination process? A. To ensure service design packages are handed over to service transitionB. To ensure that all changes are assessed for their impact on service designsC. To document the initial structure and relationship between services and customersD. To handover new service level requirements to the service level management process **Answer: A NEW QUESTION 460**What BEST defines IT service management? A. An organization supplying services to only external customersB. The customer of an IT service provider who defines and agrees the service targetsC. The implementation and management of quality IT services that meet business needsD. The resources that are utilized to provide value to customers through services **Answer: CExplanation:**https://en.wikipedia.org/wiki/IT_service_management **NEW QUESTION 461**Which role is responsible for sponsoring, designing and change managing a process and its metrics? A. The process

practitionerB. The process ownerC. The service ownerD. The process manager **Answer: BExplanation:** https://en.wikiversity.org/wiki/ITIL/Foundation/Service_Management/Processes_functions_and_roles **NEW QUESTION 462**What are the two MAJOR activities in problem management? A. Technical and serviceB. Resource and proactiveC. Reactive and technicalD. Proactive and reactive **Answer: DExplanation:** http://advisera.com/20000academy/knowledgebase/itil-reactive-proactive-problem-management-two-sides-coin/ **NEW QUESTION 463**Which is the CORRECT activity to carry out the "How do we get there" phase of the Continual Service improvement approach? A. Service and process improvementB. Baseline assessmentsC. Policy and governance reviewD. Measurable targets **Answer: B NEW QUESTION 464**An incident is proving difficult to resolve. A technician informs their manager that more resource is needed to restore the service. What has taken place? A. A functional escalationB. A service level escalationC. An incident resolutionD. A hierarchic escalation **Answer: D NEW QUESTION 465**Which statement about service review meetings is FALSE? A. Actions from service review meetings should only be assigned to the service providerB. Meetings should be held on a regular basis to review service achievementC. Issues for the upcoming period should be discussed at the meetingsD. Progress and success of the service improvement program (SIP) should be reviewed **Answer: A** Download the newest PassLeader ITIL-Foundation dumps from passleader.com now! 100% Pass Guarantee! ITIL-Foundation PDF dumps & ITIL-Foundation VCE dumps: http://www.passleader.com/itil-foundation.html (465 Q&As) (New Questions Are 100% Available and Wrong Answers Have Been Corrected! Free VCE simulator!) P.S. New ITIL-Foundation dumps PDF: https://drive.google.com/open?id=0B-ob6L_QjGLpWV9NWlZwek9RRjg