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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 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 QUESTION 447What 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 QUESTION 448What 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 expecting D.   To minimize the impact of incidents due to service failures that cannot be prevented Answer: A QUESTION 449Where 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 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 QUESTION 451What 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 QUESTION 452Which 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 QUESTION 453What 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) QUESTION 454Which 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 QUESTION 455Which 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 QUESTION 456Which 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:
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