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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 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 QUESTION 458What 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: A Explanation: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 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 QUESTION 460What 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 QUESTION 461Which 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 QUESTION 462What are the two MAJOR activities in problem management? A. Technical and serviceB. Resource and proactiveC. Reactive and technical D. Proactive and reactive Answer: DExplanation:
<http://advisera.com/20000academy/knowledgebase/itil-reactive-proactive-problem-management-two-sides-coin/> 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 QUESTION 464An 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 QUESTION 465Which 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 !!!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)