[2017-New-VersionExam ITIL-Foundation Dumps VCE 465q Free Offered by Braindump2go[31-40

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 31 Which process will regularly anal0yse incident data to identify discernible trends? A.   Service level managementB.   Problem managementC.   C0hange managementD.   Event management Answer: B QUESTION 32Which is the correct definition of a customer facing service? A.   One which directly supports the business processes of customersB.   A service that cannot be allowed to failC.   One which is not covered by a service level agreementD.   A service not directly used by the business Answer: A QUESTION 33Which one of the following is the BEST definition of the term service management? A.   A set of specialized organizational capabilities for providing value to customers in the form of servicesB.   A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purposeC.   The management of functions within an organization to perform certain activitiesD.   Units of organizations with roles to perform certain activities Answer: A QUESTION 34Which of the following is NOT a valid objective of problem management? A.   To prevent problems and their resultant IncidentsB.   To manage problems throughout their lifecycleC.   To restore service to a userD.   To eliminate recurring incidents Answer: C QUESTION 35Which one of the following is an objective of service catalogue management? A.   Negotiating and agreeing service level agreementB.   Negotiating and agreeing operational level agreementsC.   Ensuring that the service catalogue is made available to those approved to access itD.   Only ensuring that adequate technical resources are available Answer: C QUESTION 36Which of the following statements BEST describes the aims of release and deployment management? A.   To build, test and deliver the capability to provide the services specified by service designB.   To ensure that each release package specified by service design consists of a set of related assets and service componentsC.   To ensure that all changes can be tracked, tested and verified if appropriateD.   To record and manage deviations, risks and issues related to the new or changed service Answer: A QUESTION 37Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach? A.   Implementing service and process improvementsB.   Reviewing measurements and metricsC.   Creating a baselineD.   Defining measurable targets Answer: D QUESTION 38Which one of the following can help determine the level of impact of a problem? A.   Definitive media library (DML)B.   Configuration management system (CMS)C.   Statement of requirements (SOR)D.   Standard operating procedures (SOP) Answer: B QUESTION 39The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk? A.   Training in risk management for all staff and identification of risksB.   Identification of risk, analysis and management of the exposure to riskC.   Control of exposure to risk and investment of capitalD.   Training of all staff and investment of capital Answer: B QUESTION 40 Which of the following is an enabler of best practice? A.   StandardsB.   TechnologyC.   Academic researchD.   Internal experience Answer: B !!!RCOMMEND!!! 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