[2017-New-VersionEXIN Official ITIL-Foundation Exam Questions Free Downloading Offered by Braindump2go[41-50

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 41 Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"? A.   ProfitB.   PreparationC.   ProductsD.   Potential Answer: C QUESTION 42 Which of the following is NOT one of the five individual aspects of service design? A.   The design of the service portfolio, including the service catalogueB.   The design of new or changed servicesC.   The design of market spacesD.   The design of the technology architectures Answer: C QUESTION 43Where would you expect incident resolution targets to be documented? A.   A service level agreement (SLA)B.   A request for change (RFC)C.   The service portfolioD.   A service description Answer: A QUESTION 44Which of the following provide value to the business from service strategy?1. Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful2. Enabling the service provider to respond quickly and effectively to changes in the business environment3. Reduction in the duration and frequency of service outages A.   All of the aboveB.   1 and 3 onlyC.   1 and 2 onlyD.   2 and 3 only Answer: C QUESTION 45What are the categories of event described in the ITIL service operation book? A.   Informational, scheduled, normalB.   Scheduled, unscheduled, emergencyC.   Informational, warning, exceptionD.   Warning, reactive, proactive Answer: C QUESTION 46A process owner is responsible for which of the following?1. Defining the process strategy2. Assisting with process design3. Improving the process4. Performing all activities involved in a process A.   2, 3 and 4 onlyB.   All of the aboveC.   1, 2 and 3 onlyD.   1, 2 and 4 only Answer: C QUESTION 47Which one of the following is concerned with policy and direction? A.   Capacity managementB.   GovernanceC. Service designD.   Service level management Answer: B QUESTION 48Which of the following should be considered when designing measurement systems, methods and metrics?1. The services2. The architectures3. The configuration items4. The processes A.   1, 2 and 3 onlyB.   1, 3 and 4 onlyC.   2, 3 and 4 onlyD.   All of the above Answer: D QUESTION 49Which of the following is the best definition of IT service management? A.   An internal service provider that is embedded within a business unit B.   A complete set of all the documentation required to deliver world class services to customersC.   Technical implementation of supporting IT infrastructure componentsD.   The implementation and management of quality IT services that meet business needs Answer: D QUESTION 50Which of the following is service transition planning and support NOT responsible for? A.   Prioritizing conflicts for service transition resourcesB.   Coordinating the efforts required to manage multiple simultaneous transitionsC. Maintaining policies, standards and models for service transition activities and processesD.   Detailed planning of the build and test of individual changes Answer: D !!!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