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BH0-001

IT Service Management Foundation

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QUESTION NO: 1

With which of the following processes is Problem Management least likely to interface on a regular basis?

- A. IT Financial Management
- B. Change Management
- C. Incident Management
- D. Availability Management

Answer: A

QUESTION NO: 2

Which of the following places Problem Management activities in the correct order:

- A. Identify and record, classify, investigate and diagnose, raise an RFC, review the change
- B. Investigate and diagnose, raise an RFC, classify, identify and record
- C. Identify and record, investigate and diagnose, raise an RFC, classify, review the change
- D. Review a change, classify, identify and record, investigate and diagnose, raise another RFC

Answer: A

QUESTION NO: 3

Which of the following activities may, exceptionally, be omitted for an urgent change:

1. Recording that the change has been made
2. Testing the change
3. Holding a CAB meeting
4. Establishing a back-out plan

- A. All of them
- B. 2 and 4
- C. 2 and 3
- D. 3 and 4

Answer: C

QUESTION NO: 4

Why is Service Management so important to IT service providers?

- A. The success of many businesses depends upon the quality of their IT
- B. It's the only way to manage IT in the Internet age
- C. It's contained within the IT Infrastructure Library
- D. It's the first non-proprietary initiative for the management of IT systems

Answer: A

QUESTION NO: 5

Which of the following is NOT the responsibility of the Release Management process?

- A. The physical aspects of software control
- B. Ensuring that the accuracy of CMDB entries concerning software CIs is maintained
- C. Helping to determine the software release policy
- D. Distributing software

Answer: B

QUESTION NO: 6

A service-based (rather than a customer-based) SLA:

- A. Covers all services for a particular customer
- B. Covers a set of similar services, for a single customer
- C. Covers all services
- D. Covers a single service, for all of the customers of that service

Answer: D

QUESTION NO: 7

Possible problems with Change Management include:

- A. Greater ability to absorb a large volume of change
- B. Increased visibility and communication of changes
- C. Lack of ownership of impacted services
- D. Better alignment of IT services to actual business needs

Answer: C

QUESTION NO: 8

Which of these is/are TRUE?

1. Functional escalation is an essential part of the Incident Management process
2. All calls to the Service Desk should be treated as incidents
3. Service Requests can be handled by Service Desk Staff

- A. 1 and 3
- B. All three of them
- C. Only 1
- D. 1 and 2

Answer: A

QUESTION NO: 9

Who must always authorise a Request for Change before the change is built and tested?

- A. The Configuration Manager
- B. The Change Initiator
- C. The Change Manager
- D. Release Management

Answer: C

QUESTION NO: 10

Why is there sometimes conflict between the goals of Incident Management and those of Problem Management?

- A. Because specialist support staff do not properly document the work-arounds they identify which consequently prevents the 1st line support staff from applying them the next time the incident occurs
- B. Because Problem Management is often carried out by technical staff who also have operations responsibilities and who cannot allocate enough resources to problem solving
- C. Because Problem Management is focusing on identifying permanent solutions and therefore the speed with which these solutions are found is of secondary importance
- D. Because Problem Management staff rarely give feedback spontaneously, forcing the 1st line support staff to chase them