

ISLEVER

# BH0-006

ITIL V3 Foundation Certificate in IT Service  
Management

DEMO

<https://www.islever.com/bh0-006.html>

<https://www.islever.com/iseb.html>

For the most up-to-date exam questions and materials, we recommend visiting our website, where you can access the latest content and resources.

---

**QUESTION NO: 1**

Which of the following does the availability management process include: 1.ensuring services are able to meet availability targets 2.monitoring and reporting actual availability 3. Improvement activities, to ensure that services continue to meet or exceed their availability goals

- A. 1 only
- B. all of the above
- C. 1 and 2 only
- D. 1 and 3 only

**Answer: B**

**QUESTION NO: 2**

Which of the following is NOT a valid objective of problem management?

- A. to prevent problems and their resultant incidents
- B. to manage problems throughout their lifecycle
- C. to restore service to a user
- D. to minimise the impact of incidents that cannot be prevented

**Answer: C**

**QUESTION NO: 3**

Availability management is responsible for availability of:

- A. services and components
- B. services and business processes
- C. components and business processes
- D. services, components and business processes

**Answer: A**

**QUESTION NO: 4**

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented process?

- A. the release packaging and build manager
- B. the requestfulfilment process owner

- 
- C. the service owner
  - D. the service desk owner

**Answer: B**

**QUESTION NO: 5**

What is the BEST description of the purpose of service operation?

- A. to decide how IT will engage with suppliers during the service management lifecycle
- B. to proactively prevent all outages to IT services
- C. to design and build processes that will meet business needs
- D. to deliver and manage IT services at agreed levels to business users and customers

**Answer: D**

**QUESTION NO: 6**

IT operations management have been asked by a customer to carry out non-standard activity that will cause them to miss an agreed service level target. How should they respond?

- A. refuse the request because they must operate the service to meet the agreed service levels
- B. make a decision based on balancing stability and responsiveness
- C. accept the request as they must support customer business outcomes
- D. they should escalate this decision to service strategy

**Answer: B**

**QUESTION NO: 7**

The left-hand side of the service V model represents requirements and specifications. What does the right-hand side of the service V model represent?

- A. Validation and Testing
- B. The business value that can be expected from a given service
- C. Performance and capacity requirements of services and IT infrastructure
- D. roles and responsibilities for an effective service management implementation

**Answer: A**

---

**QUESTION NO: 8**

Which of the following is NOT a purpose of Service Transition?

- A. to ensure that a service can be managed, operated and supported
- B. to provide training and certification in project management
- C. to provide quality knowledge of change, release and deployment management
- D. to plan and manage the capacity and resources requirements to manage a release

**Answer: B**

**QUESTION NO: 9**

Which of the following is NOT a characteristic of a process?

- A. it is measurable
- B. delivers specific results
- C. responds to specific events
- D. a method of structuring an organization

**Answer: D**

**QUESTION NO: 10**

Which of the following BEST describes a service request?

- A. a request from a user for information, advice or for a standard change
- B. anything that the customer wants and is prepared to pay for
- C. any request or demand that is entered by a user via a self-help web-based interface
- D. any request for change (RFC) that is low risk and can be approved by the change manager without a change advisory board (CAB) meeting

**Answer: A**

**QUESTION NO: 11**

Which of the following is a responsibility of supplier management?

- A. development, negotiation and agreement of service level agreements
- B. development, negotiation and agreement of contracts
- C. development, negotiation and agreement of the service portfolio
- D. development, negotiation and agreement of organizational level agreements