

ISLEVER

# BH0-012

The Foundation-ITIL (2012 Onwards)

DEMO

<https://www.islever.com/bh0-012.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 one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

**Answer: D**

**Explanation:**

**QUESTION NO: 2**

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

**Answer: A**

**Explanation:**

**QUESTION NO: 3**

Which 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 improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

**Answer: D**

**Explanation:**

---

**QUESTION NO: 4**

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

**Answer: B**

**Explanation:**

**QUESTION NO: 5**

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

**Answer: C**

**Explanation:**

**QUESTION NO: 6**

Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics
2. Business continuity strategy
3. Business impact analysis (BIA)
4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

---

**Answer: C**

**Explanation:**

**QUESTION NO: 7**

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

**Answer: A**

**Explanation:**

**QUESTION NO: 8**

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
- D. Ensuring that all operational services are recorded in the service catalogue

**Answer: B**

**Explanation:**

**QUESTION NO: 9**

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management