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# Exin-ITIL

ITIL V3 Foundation Exam

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## Topic 1, Volume A

### QUESTION NO: 1

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

**Answer: A**

**Explanation:**

### QUESTION NO: 2

Which of the following is the correct set of steps for the continual service improvement model/approach?

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- B. Where do we want to be?; How do we get there?; How do we check we have arrived?; How do we keep the momentum going?
- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

**Answer: D**

**Explanation:**

### QUESTION NO: 3

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

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**Answer: A**

**Explanation:**

**QUESTION NO: 4**

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

**Answer: A**

**Explanation:**

**QUESTION NO: 5**

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A. Service Transition
- B. Service Design
- C. Service Strategy
- D. Service Operation

**Answer: B**

**Explanation:**

**QUESTION NO: 6**

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements

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are low and this helps to minimize salaries

**D.** Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

**Answer: B**

**Explanation:**

### **QUESTION NO: 7**

Which of the following statements is INCORRECT?

**A.** The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)

**B.** The SKMS is part of the Configuration Management System (CMS)

**C.** The SKMS can include data on the performance of the organization

**D.** The SKMS can include user skill levels

**Answer: B**

**Explanation:**

### **QUESTION NO: 8**

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

**A.** Services and Infrastructure

**B.** Applications and Infrastructure

**C.** Resources and Capabilities

**D.** Utility and Warranty

**Answer: C**

**Explanation:**

### **QUESTION NO: 9**

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 Catalogue