ITIL

Having worked at one of the largest ITIL compliant ITSM companies in the world for eight years I've worked with hundreds of customers implementing world class ITIL processes and systems. The questions offered below are intended to help you prepare for your ITIL Foundation certification exam. I would also recommend **SimpliLearn**, the leading technology training organization, for your ITIL training preparation.

Array

What are the two functions in IT Operations Management?

   A. IT Operations and Facilities Management
   B. Technical Management and Application Management

   C. Service Desk and Facilities Management
   D. Technical Management and Facilities Management

Answer

A server has gone down in a server group but the IT service it supports has not been affected. What is the best way to manage this?

   A. Create an incident
   B. Create a Change Request

   C. Submit a work order to assign a resource to repair the server
   D. Submit a work order to assign a resource to repair the

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            server
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Answer

Configuration Item (CI) can be defined as?

A. All hardware, software and infrastructure elements, required to deliver a service
B. The attributes of all components listed within the CMS

C. Any service component, infrastructure element, or other item that needs to be managed in order to ensure the successful delivery of services
D. An entry within the CMDB

Answer

What is the definition of a Standard Change: ?

A. A change that is performed frequently (like replacing a printer cartridge) and does not require a change request
B. Any low risk, well documented and frequently performed change that is automatically approved and does not require a Change Advisory Board review

C. A regular part of IT Operations that should be submitted through a Request For Change and reviewed during the Change Advisory Board meeting
D. A change that is low risk and can be performed outside of regular maintenance windows

Answer