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Exam : **ISEB-ITILV3F**

Title : ITIL Foundation Certificate
in IT Service Management

Vendors : ISEB

Version : DEMO

NO.1 Which of the following areas would technology help to support during the Service Operation phase of the Lifecycle?

1. Identifying configuration of user desktop PCs when Incidents are logged
2. Control of user desk-top PCs
3. Create and use diagnostic scripts
4. Dashboard type technology

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 3 and 4 only
- D. 2, 3 and 4 only

Answer: B

NO.2 Which of the following is NOT a FUNCTION?

- A. Application Management
- B. Service Desk
- C. Incident Management
- D. Technical Management

Answer: C

NO.3 Which of the following is the CORRECT description of the Seven R's of Change Management?

- A. A set of questions that should be asked to help understand the impact of Changes
- B. A seven step process for releasing Changes into production
- C. A set of questions that should be asked when reviewing the success of a recent Change
- D. A definition of the roles and responsibilities required for Change Management

Answer: A

NO.4 The BEST Processes to automate are those that are?

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Answer: D

NO.5 Which Function would provide staff to monitor events in an Operations Bridge?

- A. Technical Management
- B. IT Operations Management
- C. Service Desk
- D. Applications Management

Answer: B