processexam
#1 Process Certification Guide

ITIL
Foundation

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Key to success in ITIL Foundation Exam

To achieve the professional designation of ITIL Foundation, candidates must clear the ITIL Foundation Exam with the minimum cut-off score. For those who wish to pass the ITIL Foundation certification exam with good percentage, please take a look at the following reference document detailing what should be included in ITIL Foundation Exam preparation.

The ITIL Foundation Exam Summary, Body of Knowledge (BOK) and Sample Question Bank, provide the basis for the real ITIL Foundation exam. If you have made this decision to become a certified professional, it is advisable to take authorized training and prepare with an online ITIL Foundation Practice Exam to achieve the best result. We have designed these resources to help you get ready to take ITIL Foundation (ITIL Foundation) exam.

ITIL Foundation Certification Details:

Exam Name	ITIL Foundation
Exam Code	ITIL Foundation
Exam Fee	USD $150
Exam Duration	60 Minutes
Number of Questions	40
Passing Score	65%
Format	Multiple Choice
Sample Questions	ITIL Foundation Exam Sample Questions and Answers
Practice Exam	ITIL Foundation Practice Test

ITIL Foundation Exam Syllabus:

Unit	Content
Service management as a practice	The purpose of this unit is to help the candidate to define the concept of a service, and to comprehend and explain the concept of service management as a practice.

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Summary

Unit	Content
	- Specifically, candidates must be able to: 1. Describe the concept of best practices in the public domain 2. Describe and explain why ITIL is successful 3. Define and explain the concept of a service 4. Define and explain the concept of internal and external customers 5. Define and explain the concept of internal and external services 6. Define and explain the concept of service management 7. Define and explain the concept of IT service management 8. Define and explain the concept of stakeholders in service management 9. Define processes and functions 10. Explain the process model and the characteristics of processes
The ITIL service lifecycle	The purpose of this unit is to help the candidate to understand the value of the ITIL service lifecycle, how the processes integrate with each other, throughout the lifecycle and explain the objectives, scope and business value for each phase in the lifecycle. 1. Describe the structure of the ITIL service lifecycle 2. Account for the purpose, objectives and scope of service strategy 3. Briefly explain what value service strategy provides to the business 4. Account for the purpose, objectives and scope of service design 5. Briefly explain what value service design provides to the business 6. Account for the purpose, objectives and scope of service transition 7. Briefly explain what value service transition provides to the business 8. Account for the purpose, objectives and scope of service operation 9. Briefly explain what value service operation provides to the business 10. Account for the main purpose, objectives and scope of continual service improvement 11. Briefly explain what value continual service improvement provides to the buiseness

Summary

Unit	Content
Generic concepts and definitions	The purpose of this unit is to help the candidate to define some of the key terminology and explain the key concepts of service management. - Specifically, candidates must be able to define and explain the following key concepts: 1. Utility and warranty 2. Assets, resources and capabilities 3. Service portfolio 4. Service catalogue (both two-view and three-view types) 5. Governance 6. Business case 7. Risk management 8. Service provider 9. Supplier 10. Service level agreement 11. Operational level agreement 12. Underpinning contract 13. Service design package 14. Availability 15. Service knowledge management system (SKMS) 16. Configuration item (CI) 17. Configuration management system 18. Definitive media library (DML) 19. Change 20. Change types (standard, emergency and normal) 21. Event 22. Alert 23. Incident 24. Impact, urgency and priority 25. Service request 26. Problem 27. Workaround 28. Known error 29. Known error database (KEDB) 30. The role of communication in service operation 31. Release policy 32. Types of services 33. Change proposals 34. CSI register 35. Outcomes 36. Patterns of business activity 37. Customers and users 38. The Deming Cycle

Unit	Content
Key principles and models	The purpose of this unit is to help the candidate to comprehend and account for the key principles and models of service management and to balance some of the opposing forces within service management. Specifically, candidates must be able to: **Service strategy** - Describe value creation through services **Service design** - Understand the importance of people, processes, products and partners for service management - Understand the five major aspects of service design 1. Service solutions for new or changed services 2. Management information systems and tools 3. Technology architectures and management architectures 4. The processes required 5. Measurement methods and metrics **Continual service improvement** - Explain the continual service improvement approach - Understand the role of measurement for continual service improvement and 1. explain the following key elements: 2. Relationship between critical success factors (CSF) and key performance indicators (KPI) 3. Baselines 4. Types of metrics (technology metrics, process metrics, service metrics)
Processes	The purpose of this unit is to help the candidate understand how the service management processes contribute to the ITIL service lifecycle, to explain the purpose, objectives, scope, basic concepts, activities and interfaces for four of the core processes, and to state the purpose, objectives and scope for eighteen of the remaining processes. The list of activities to be included from each process is the minimum required and should not be taken as an exhaustive list. Specifically, candidates must be able to: **Service strategy**

Unit	Content

	- State the purpose, objectives and scope for:
	
	- Service portfolio management
	
	   1. The service portfolio
	
	- Financial management for IT services
	
	   1. Business case
	
	- Business relationship management
	
	Service design
	
	- Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for:
	
	- Service level management
	
	- The following list must be covered:
	
	   1. Service-based SLA
	   2. Multi-level SLAs
	   3. Service level requirements
	   4. SLA monitoring
	   5. Service review
	   6. Service improvement plan
	   7. The relationship between SLM and BRM)
	
	- State the purpose, objectives and scope for:
	
	- Service catalogue management
	
	- Availability management
	
	   1. Service availability
	   2. Component availability
	   3. Reliability
	   4. Maintainability
	   5. Serviceability
	   6. Vital business functions (VBF)
	
	- Information security management (ISM)
	
	   1. Information security policy
	
	- Supplier management

Unit	Content
	1. Supplier categories
	- Capacity management

	1. Capacity plan
	    2. Business capacity management
	    3. Service capacity management
	    4. Component capacity management

	- IT service continuity management
	1. Purpose of business impact analysis (BIA) 2. Risk assessment
	- Design coordination
	Service transition
	- Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for:
	- Change management

	1. Types of change request
	    2. Change models
	    3. Remediation planning
	    4. Change advisory board / emergency change advisory board
	    5. Lifecycle of a normal change

	- State the purpose, objectives and scope for:
	- Release and deployment management
	1. Four phases of release and deployment
	- Knowledge management
	1. Data-to-Information-to-Knowledge-to-Wisdom (DIKW) & SKMS
	- Service asset and configuration management (SACM)
	- Transition planning and support
	Service operation

Unit	Content
	- Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for: 1. Incident management 2. Problem management not section on problem analysis techniques - State the purpose, objectives and scope for: 1. Event management 2. Request fulfilment 3. Access management **Continual service improvement** - State the purpose, objectives and scope for: 1. The seven-step improvement process
Functions	The purpose of this unit is to help the candidate to explain the role, objectives and organizational structures of the service desk function, and to state the role, objectives and overlap of three other functions. Specifically, candidates must be able to: - Explain the role, objectives and organizational structures for: 1. The service desk function State the role and objectives of: 1. The technical management function 2. The application management function with application development 3. The IT operations management function (IT operations control and facilities management)
Roles	The purpose of this unit is to help the candidate to account for and to be aware of the responsibilities of some of the key roles in service management. Specifically, candidates must be able to: - Account for the role and the responsibilities of the

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Unit	Content
	1. Process owner 2. Process manager 3. Process practitioner 4. Service owner - Recognize the responsible, accountable, consulted, informed (RACI) responsibility model and explain its role in determining organizational structure.
Technology and architecture	The purpose of this unit is to help the candidate to: - Understand how service automation assists with expediting service management processes
Competence and training	- Competence and skills for service management - Competence and skills framework - Training

ITIL Foundation Sample Questions:

01. Which of the following is concerned with policy and direction?
a) Capacity management
b) Governance
c) Service design
d) Service level management

02. Software and technology are examples of which of the four Ps?
a) Processes
b) Performance
c) Products
d) Partners

03. Who normally chairs a change advisory board (CAB)?
a) manager
b) Service owner
c) Change initiator
d) Business relationship manager

04. Which process will regularly analyze incident data to identify discernable trends?
a) Service level management
b) Problem management
c) Change management
d) Event management

05. What is the MAIN reason for a service provider to understand the five aspects of service design?
a) To prevent security breaches in mission critical services

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b) To ensure a holistic, results-driven approach
c) To allow service design to cut costs
d) To prevent breaches of service level agreements (SLAs)

06. Which three are the characteristics of ITIL guidance that help to make it successful?
a) Prescriptive, best practice and solution specific
b) Publicly available, prescriptive and best practice
c) Vendor neutral, non-prescriptive and best practice
d) Publicly available, solution specific and vendor neutral

07. A significant, unresolved problem is likely to cause major business disruption. Where is this MOST LIKELY to be escalated to?
a) IT service continuity management
b) Availability management
c) Incident management
d) Change management

08. Which is the BEST description of 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 which can be approved by the change manager without a change advisory board (CAB) meeting

09. Which is an objective of service transition?
a) To negotiate service levels for new services
b) To ensure that service changes create the expected business value
c) To reduce the impact of business critical service outages on key services
d) To plan and manage entries in the service catalogue

10. Which BEST describes hierarchic escalation?
a) Notifying more senior levels of management about an incident
b) Passing an incident to people with a greater level of technical skill
c) Using more senior specialists than necessary to resolve an incident to maintain customer satisfaction
d) Failing to meet the incident resolution times specified in a service level agreement

Answers to ITIL Foundation Exam Questions:

Question: 01	Question: 02	Question: 03	Question: 04	Question: 05
Answer: b	Answer: c	Answer: a	Answer: b	Answer: b
Question: 06	Question: 07	Question: 08	Question: 09	Question: 10
Answer: c	Answer: a	Answer: a	Answer: b	Answer: a

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Note: If you find any typo or data entry error in these sample questions, we request you to update us by commenting on this page or write an email on feedback@processexam.com