

Exam BH0-006 study material

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Free BH0-006 Exam Preparation Questions

Exam BH0-006: ITIL V3 Foundation Certificate in IT Service Management

Questions: 1

Which of the following would NOT be a task carried out by the Request Fulfilment process?

- A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C. Provision of information to users and customers about the availability of services and the procedure for obtaining them
- D. Provision of information used to compare actual performance against design standards

Answer: D

Questions: 2

RACI is an acronym for four roles. Which of the following is NOT one of the RACI roles?

- A. Informed
- B. Accountable
- C. Consulted
- D. Reliable

Answer: D

Questions: 3

Which of the following BEST describes a Service Request?

- A. A request from a User for information or 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 that is low risk and can be approved by the Change Manager without a CAB meeting

Answer: A

Questions: 4

Which process is responsible for recording relationships between service components?

- A. Service Level Management
- B. Service Portfolio Management
- C. Service Asset and Configuration Management
- D. Incident Management

Answer: D

Questions: 5

Which of the following is a sub-process of Capacity Management?

- A. Component Capacity Management
- B. Process Capacity Management
- C. Technology Capacity Management
- D. Capability Capacity Management

Answer: A

Questions: 6

Availability Management is responsible for availability of:

- A. Services and Components
- B. Services and Business Processes
- C. Components and Business Processes
- D. Services, Components and Business Processes

Answer: A

Questions: 7

Which of the following statements is INCORRECTLY assigned to its book?

- A. Ensures that organisations are in a position to handle the costs and risks associated with their service portfolios: SERVICE STRATEGY
- B. Provides Guidance for the development of services and service management processes: SERVICE DESIGN
- C. Contains guidance on transferring the control of services between customers and service providers: SERVICE TRANSITION
- D. Contains guidance on supporting operations through new models and architectures, such as

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shared services: CONTINUAL SERVICE IMPROVEMENT

Answer: D

Questions: 8

Which of the following should be supported by technology?

- Verification of Configuration Management System data
- Control of user desk-tops
- Creation and use of diagnostic scripts
- Visibility of overall IT Service performance

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

Answer: D

Questions: 9

Which of the following processes are performed by the Service Desk?

- Capacity Management
- Request Fulfilment
- Demand Management
- Incident Management

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

Answer: C

Questions: 10

Which of the following BEST describes 'Partners' in the phrase "People, Processes, Products and Partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The Facilities Management function

Answer: A

Questions: 11

Which of the following questions does guidance in Service Strategy help answer?

- What services should we offer and to whom?
- How do we differentiate ourselves from competing alternatives?
- How do we truly create value for our customers?

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

Answer: D

Questions: 12

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

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

Answer: A

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