



EX0-117^{Q&As}

ITIL Foundation (syllabus 2011)

Pass EXIN EX0-117 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/ex0-117.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

Which of the following are types of service defined in ITIL?

1.

Enabling

2.

Core

3.

Enhancing

4.

Computer

A. 1, 3 and 4 only

B. 2, 3 and 4 only

C. 1, 2 and 4 only

D. 1, 2 and 3 only

Correct Answer: D

QUESTION 2

Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services

B. It is mandatory that all changes are subject to design coordination activity

C. Only changes to business critical systems

D. Any change that the organization believes could benefit

Correct Answer: D

QUESTION 3

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

A. Service asset and configuration management



- B. Event management
- C. Service catalogue management
- D. Problem management

Correct Answer: B

QUESTION 4

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management
- B. Service portfolio management
- C. Service desk
- D. Business relationship management

Correct Answer: D

QUESTION 5

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Correct Answer: B

[EX0-117 VCE Dumps](#)

[EX0-117 Study Guide](#)

[EX0-117 Exam Questions](#)