

Exam : Product BH0-006

**Title : ITIL V3 Foundation
Certificate in IT Service
Management**

Version : Demo

Important Note, Please Read Carefully

Other examsoon products

[All examsoon IT Exam Products](#)

Our products of Offline Testing Engine

Use the offline Testing engine product to practice the questions in an exam environment.

Build a foundation of knowledge which will be useful also after passing the exam.

[examsoon Testing Engine](#)

Guarantee

Examsoon provides the most competitive quality of all exams for the customers, we guarantee your success at the first attempt with only our Certification Question&Answers, if you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!.

Features

1. Comprehensive questions with complete details
2. Instant Downloadable in PDF form.
3. Verified Answers Researched by Industry Experts
4. Questions accompanied by exhibits
5. Drag and Drop questions as experienced in the Actual Exams.
6. These questions and answers are backed by our GUARANTEE.
7. Questions updated on regular basis.
8. Like actual certification exams our product is in multiple-choice questions (MCQs).

1. Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed in the Service Level Agreement (SLA) is the responsibility of which process?

- A. The Service Catalogue Management
- B. The Configuration Management
- C. The Change Management
- D. The Information Security Management

Answer: D

2. Which of the following are goals of Service Operation?

1. To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business

2. The successful release of services into the live environment

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Answer: A

3. Where should details of a Workaround always be documented?

- A. The Service Level Agreement (SLA)
- B. The Problem Record
- C. The Availability Management Information System
- D. The IT Service Continuity Plan

Answer: B

4. Which two processes are MOST likely to be sources of problem detection?

- A. Incident and Financial Management
- B. Change and Release Management
- C. Incident and Event Management

D. Knowledge and Service Level Management

Answer: C

5. Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

6. Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

- A. Availability Management
- B. Demand Management
- C. Financial Management
- D. Service Level Management

Answer: B

7. Which stage of the Continuous Service Improvement (CSI) model stages is BEST described as 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

Answer: B

8. Who is responsible for defining Key Performance Indicators (KPIs) for Change Management?

- A. The Change Management Process Owner
- B. The Change Advisory Board (CAB)
- C. The Service Owner

D. The Continual Service Improvement Manager

Answer: A

9. The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

A. A Service Change

B. A Change Model

C. A Pre-approved Change

D. A Change Advisory Board

Answer: A

10. Which of the following is NOT a benefit of using public frameworks and standards?

A. Knowledge of public frameworks is more likely to be widely distributed

B. They are always free ensuring they can be implemented quickly

C. They are validated across a wide range of environments making them more robust

D. They make collaboration between organizations easier by giving a common language

Answer: B

Examsoon.com was founded in 2006. The safer,easier way to help you pass any IT Certification exams . We provide high quality IT Certification exams practice questions and answers(Q&A). Especially [Adobe](#), [Apple](#), [Citrix](#), [Comptia](#), [EMC](#), [HP](#), [Juniper](#), [LPI](#), [Nortel](#), [Oracle](#), [SUN](#), [Vmware](#) and so on. And help you pass any IT Certification exams at the first try.

we guarantee your success at the first attempt with only our Certification Question&Answers, if you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

You can reach us at any of the email addresses listed below.

E-MAIL: [examsoon\(at\)hotmail.Com](mailto:examsoon(at)hotmail.Com)