

ITIL Practice Exam With Questions and Answers

What are the objectives of service level management? - ANSWER 1. Defining, documenting and agreeing the level of IT services to be provided.

2. Monitoring, measuring and reporting the actual level of services provided.

3. Monitoring and improving customer satisfaction.

What is the result of carrying out an activity, following a process or delivering an IT known as? - ANSWER Outcome

A process owner has been identified with an "I" in a RACI matrix. Which of the following is expected of them? - ANSWER Responsible, Accountable, Consulted, Informed.

Be kept up-to-date on the progress of an activity.

Which one of the following do technology metrics measure? - ANSWER Components

Which process includes business, service and component sub-processes? - ANSWER Capacity management

Which one of the following is NOT part of the service design stage of the service lifecycle? - ANSWER Designing and maintaining all necessary service transition packages.

Which process is responsible for managing relationships with vendors? - ANSWER Supplier management

Which of the following service desk organizational structures are described in service operation? - ANSWER Local service desk, virtual service desk, follow the sun

What are the categories of event described in the ITIL service operation book? - ANSWER Informational, warning, exception

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? - ANSWER

Itil Exam Questions And Answers

Yi-Tong Ma



Itil Exam Questions And Answers:

Itil Exam Questions And Answers Book Review: Unveiling the Magic of Language

In an electronic era where connections and knowledge reign supreme, the enchanting power of language has become much more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Itil Exam Questions And Answers**," published by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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- There is fuel in the fuel tank.
- The fuel filter has been installed and properly ... 4500/5500 Kodiak Fuel Lines LinesToGo offers replacement fuel lines for diesel Chevrolet Kodiak Series 4500 and 5500 pickups. Our fuel lines are for 2003, 2004, 2005, 2006, 2007, 2008, and ... priming fuel 6.6 Duramax - YouTube 2003 Chevy Duramax Fuel System Diagram 2003-09 Chevrolet C4500 Kodiak Fuel Filter Read more Read more compatibility ... , Chevy C4500: Dual Tank Plumbing & Fuel Pump Wiring Diagrams., 6L V8 DIESEL ...