



## **BH0-006**

**(ITIL V3 Foundation Certificate in IT Service Management)**

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Question: 1

**Which of the following areas would technology help to support during the Service Operation phase of the Lifecycle?**

- Identifying configuration of user desktop PCs when Incidents are logged
- Control of user desk-top PCs
- Create and use diagnostic scripts
- Dashboard type technology

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

Answer: B

Question: 2

**Which of the following is NOT a FUNCTION?**

- A. Application Management
- B. Service Desk
- C. Incident Management
- D. Technical Management

Answer: C

Question: 3

**Which of the following is the CORRECT description of the Seven R's of Change Management?**

- A. A set of questions that should be asked to help understand the impact of Changes
- B. A seven step process for releasing Changes into production
- C. A set of questions that should be asked when reviewing the success of a recent Change
- D. A definition of the roles and responsibilities required for Change Management

Answer: A

Question: 4

**The BEST Processes to automate are those that are?**

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Answer: D

Question: 5

**Which Function would be responsible for the Bridge?**

- A. Technical Management
- B. IT Operations Management
- C. Service Desk
- D. Applications Management

Bridge?

Answer: B

Question: 6

**The Left-hand side of the Service Level Agreement. What does the right-hand side of the Service Level Agreement cover?**

- A. Validation and Testing
- B. The business value of the service
- C. Performance and availability
- D. Roles and responsibilities

specifications.

implementation

Answer: A

Question: 7

**Which of the following is not a Key Performance Indicator of Service Level Management?**

- A. Customer satisfaction
- B. Average number of incidents
- C. Number of service requests
- D. Number of service requests

of Service Level

Answer: A

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