

ITIL Sample Questions Answers – 1

ITIL Sample Questions Answers

Which task is a Problem Management responsibility?

- a) To co-ordinate all modifications to the IT infrastructure
- b) To record incidents for later study
- c) To approve all modifications made to the Known Error database*
- d) To identify user needs and modify the IT infrastructure based on such needs

When processing a Request for Change (RFC), the Change Manager initiates a number of activities. Which action is required if this involves a complex change?

- a) The Change Manager reports the change to Problem Management.
- b) The Change Manager reports the change to Incident Management
- c) The Change Manager presents the change to the Change Advisory Board*
- d) The Change Manager presents the change to the IT Manager

The Service Desk has handled 2317 calls this month.

What would these calls include?

- a) Modifications to Service Level Agreements (SLAs)
- b) Notices regarding modified Configuration Items (CIs)
- c) Requests to the IT organization for user support*

What is the difference between Asset Management and Configuration Management?

- a) Asset Management only deals with what you own; Configuration Management deals with everything in your infrastructure.
- b) Asset Management is a superset of Configuration Management, as it includes non-IT assets such chairs and tables.
- c) Asset Management deals with the financial aspects of Configuration Items; Configuration Management only deals with the technical details of the infrastructure.
- d) Configuration Management goes much further than Asset Management because it also specifies the relations between the assets.*

Which question is being answered when an organization specifies its vision and business objectives?

- a) How do we get where we want to be?
- b) How do we know we have arrived?
- c) Where do we want to be?*
- d) Where are we now?

Which task is the responsibility of Configuration Management?

- a) Convening the Configuration Advisory Board
- b) Physically managing software items
- c) Installing equipment at the workplace
- d) Recording the relations between Configuration Items (CIs)*

A user complains to the Service Desk that an error continually occurs using a specific applications. This causes the connection with the network to be broken.

Itil Sample Questions And Answers For Interview

O García



Itil Sample Questions And Answers For Interview:

Itil Sample Questions And Answers For Interview: Bestsellers in 2023 The year 2023 has witnessed a noteworthy surge in literary brilliance, with numerous engrossing novels enthralling the hearts of readers worldwide. Lets delve into the realm of popular books, exploring the engaging narratives that have captivated audiences this year. Itil Sample Questions And Answers For Interview : Colleen Hoover's "It Ends with Us" This heartfelt tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover expertly weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed. Uncover the Best : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This captivating historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids captivating storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Discover the Magic : Delia Owens "Where the Crawdads Sing" This mesmerizing coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens crafts a tale of resilience, survival, and the transformative power of nature, entrancing readers with its evocative prose and mesmerizing setting. These top-selling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of compelling stories waiting to be discovered. The novel begins with Richard Papan, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a masterful and suspenseful novel that will keep you guessing until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

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