

ISEB

BH0-006

ITIL V3 Foundation Certificate in IT Service Management Exam

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Question: 1

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

Answer: A

Question: 2

What is a RACI model used for?

- A. Defining roles and responsibilities
- B. Monitoring services
- C. Performance analysis
- D. Recording Configuration Items

Answer: A

Question: 3

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

Answer: A

Question: 4

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

Answer: A

Question: 5

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A. Service Transition
- B. Service Design
- C. Service Strategy
- D. Service Operation

Answer: B

Question: 6

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Answer: B

Question: 7

Which of the following statements is INCORRECT?

- A. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- B. The SKMS is part of the Configuration Management System (CMS)
- C. The SKMS can include data on the performance of the organization
- D. The SKMS can include user skill levels

Answer: B

Question: 8

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Services and Infrastructure
- B. Applications and Infrastructure
- C. Resources and Capabilities
- D. Utility and Warranty

Answer: C

Question: 9

Which of the following is NOT one of the five individual aspects of Service Design?

- A. The design of the Service Portfolio, including the Service Catalogue
- B. The design of Market Spaces
- C. The design of new or changed services
- D. The design of the technology architecture and management systems

Answer: B

Question: 10

Which of the following is NOT the responsibility of the Service Catalogue Manager?

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is accurate
- C. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- D. Ensuring that information within the Service Pipeline is accurate

Answer: D

Question: 11

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

- A. Service Catalogue Manager
- B. IT Designer/Architect
- C. Process Manager
- D. Supplier Manager

Answer: D

Question: 12

Which is the correct combination of Service Management terms across the Lifecycle?

- A. 1A, 2B, 3C, 4D
- B. 1C, 2D, 3A, 4B
- C. 1C, 2B, 3A, 4D
- D. 1B, 2C, 3D, 4A

Answer: C

Question: 13

A plan for managing the end of a supplier contract should be created when?

- A. The contract is being negotiated
- B. The contract is about to be ended
- C. The Supplier Manager decides that there is a risk the contract might need to end soon
- D. The contract has been agreed

Answer: A

Question: 14

Which of the following sentences BEST describes a Standard Change?

- A. A change to the service provider's established policies and guidelines
- B. A pre-authorized change that has an accepted and established procedure
- C. A change that is made as the result of an audit
- D. A change that correctly follows the required change process

Answer: B

Question: 15

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

Answer: C

Question: 16

Which of the following models would be most useful in helping to define an organizational structure?

- A. Service Model
- B. Continual Service Improvement (CSI) Model
- C. RACI Model
- D. Plan, Do, Check, Act (PDCA) Model

Answer: C

Question: 17

The group that reviews Changes that must be installed faster than the normal Change process is called the:

- A. Technical Management (TM)
- B. Urgent Change Authority (UCA)
- C. Emergency Change Advisory Board (ECAB)
- D. Urgent Change Board (UCB)

Answer: C

Question: 18

Which of the questions does Service Strategy help answer with its guidance?

- 1) How do we prioritize investments across a portfolio?
- 2) What services to offer and to whom?
- 3) What are the Patterns of Business Activity (PBA)?

- A. 3 only
- B. 1 only
- C. 2 only
- D. 1, 2 and 3 are all true

Answer: D

Question: 19

Effective release and deployment management enables the service provider to add value to the business by?

- A. Ensuring that all assets are accounted for
- B. Ensures that the fastest servers are purchased
- C. Delivering change, faster and at optimum cost and minimized risk
- D. Verifying the accuracy of all items in the configuration management database

Answer: C

Question: 20

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
- C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- D. The entire cycle should be repeated multiple times to implement Continual Improvement

Answer: D

Question: 21

Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"?

- A. Service Strategy
- B. Service Design
- C. Service Operation
- D. Service Transition

Answer: C

Question: 22

Which of the following are responsibilities of a Service Level Manager?

- 1) Agreeing targets in Service Level Agreements
- 2) Designing the service so it can meet the targets
- 3) Ensuring all needed contracts and agreements are in place

- A. 1 and 3 only
- B. 1, 2 and 3 are all true
- C. 2 and 3 only
- D. 1 and 2 only

Answer: A

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