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Exam : **BH0-012**

Title : The Foundation® ITIL (2012 Onwards)

Vendor : ISEB

Version : DEMO

NO.1 Which process will regularly analyze incident data to identify discernible trends?

- A. Problem management
- B. Event management
- C. Change management
- D. Service level management

Answer: A

NO.2 What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Emergency change advisory board
- B. Technical management
- C. Urgent change authority
- D. Urgent change board

Answer: A

NO.3 Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- B. A secure location where definitive hardware spares are held
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Answer: A

NO.4 Which of the following service desk organizational structures are described in service operation?

- 1. Local service desk
- 2. Virtual service desk
- 3. IT help desk
- 4. Follow the sun

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

Answer: A

NO.5 Which of the following statement about the service owner is INCORRECT?

- A. Is a stakeholder in all of the IT processes which support the service they own
- B. Contributes to continual improvement affecting the service they own
- C. Is accountable for a specific service within an organization
- D. Carries out the day-to-day monitoring and operation of the service they own

Answer: D

NO.6 Which one of the following statements is CORRECT?

- A. The configuration management system is part of the service knowledge management system
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the known error database
- D. The configuration management system is part of the configuration management database

Answer: A

NO.7 Which of the following is the best definition of service management?

- A. A complete set of all the documentation required to deliver world class services to customers
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. An internationally recognized methodology to provide valuable services to customers
- D. The ability to keep services highly available to meet the business needs

Answer: B

NO.8 Who is responsible for defining metrics for change management?

- A. The service owner
- B. The continual service improvement manager
- C. The change management process owner
- D. The change advisory board (CAB)

Answer: C

NO.9 Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Incident management
- B. Service level management
- C. Capacity management
- D. IT operations management

Answer: D

NO.10 Which of the following would commonly be found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

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

Answer: B

NO.11 Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

- A. Problem management

- B. Event management
- C. Change management
- D. Service level management

Answer: A

NO.12 Which statement about the service portfolio is TRUE?

- A. It is an integral part of the service catalogue
- B. The service portfolio includes all services except those managed by third parties
- C. It represents all resources presently engaged or being released in various stages of the service lifecycle
- D. It allows the organization unlimited resources when planning for new service deployments

Answer: C

NO.13 Which one of the following functions would be responsible for the management of a data centre?

- A. Application management
- B. Technical management
- C. Service desk
- D. Facilities management

Answer: D

NO.14 What do customer perceptions and business outcomes help to define?

- A. Governance
- B. Total cost of ownership (TCO)
- C. The value of a service
- D. Key performance indicators (KPIs)

Answer: C

NO.15 Availability management is directly responsible for the availability of which of the following?

- A. IT services and components
- B. Components and business processes
- C. IT services, components and business processes
- D. IT services and business processes

Answer: A

NO.16 Which one of the following activities is NOT part of the Deming Cycle?

- A. Plan
- B. Co-ordinate
- C. Do
- D. Act

Answer: B