1	**ITIL® Foundation – Exam Test – Q1** **Which role is responsible for carrying out the activities of a process?** **A.** Process owner **B.** Change manager **C.** Service manager **D.** Process practitioner The correct Answer is: **D. Process practitioner**
2	**ITIL® Foundation – Exam Test – Q2** **Which process or function is responsible for monitoring activities and events in the IT infrastructure?** **A.** Service level management **B.** IT operations management **C.** Capacity management **D.** Incident management The correct Answer is: **B. IT operations management**
3	**ITIL® Foundation – Exam Test – Q3** **Which of the following options is a hierarchy that is used in knowledge management?** **A.** Wisdom – Information – Data – Knowledge **B.** Data – Information – Knowledge – Wisdom **C.** Knowledge – Wisdom – Information – Data **D.** Information – Data – Knowledge – Wisdom The correct Answer is: **B. Data – Information – Knowledge – Wisdom**

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4	## ITIL® Foundation – Exam Test – Q4 **At which stage of the service lifecycle should the processes necessary to operate a new service be defined?** **A.** Service design: Design the processes **B.** Service strategy: Develop the offerings **C.** Service transition: Plan and prepare for deployment **D.** Service operation: IT operations management The correct Answer is: **A. Service design: Design the processes**
5	## ITIL® Foundation – Exam Test – Q5 **Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?** **A.** Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented **B.** Public frameworks are always cheaper to adopt **C.** Public frameworks are prescriptive and tell you exactly what to do **D.** Proprietary knowledge has been tested in a wide range of environments The correct Answer is: **A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented**