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## ISEB ITIL Foundation v.3 [BH0-006]

### Test Result - Diagnostic Test



Start Time: 12-Feb-12, 17:14    End Time: 12-Feb-12, 17:17  
Total Items: 14    Correct Items: 14  
Passing Score: 700    Max Score: 1000  
Your Score: 1000    Result: Pass

It is a good practice to review answers and analysis. To review, click on individual items below. please rate and provide feedback as your review. Your feedback we will help us improve this PrepKit and provide you with upgrades.

- [Items](#)
- [Chapters](#)

#### Item Details

#	Item	Result	BookMark
1	<a href="#">Service management capabilities are influenced by the following challenges that differentiate ser...</a>	Correct	
2	<a href="#">Incident Management (IcM) refers to the activities of an organization to identify, analyze, and c...</a>	Correct	
3	<a href="#">The CEO of uCertify Inc calls the service desk and reports that the system is running slow. He in...</a>	Correct	
4	<a href="#">Which of the following processes is accountable for monitoring an IT Service and detecting when t...</a>	Correct	

- 5 [Continual Service Improvement \(CSI\) aligns and realigns IT Services to changing business needs by...](#) Correct
- 6 [Which of the following ITIL processes is used to provide change proposals in order to eliminate s...](#) Correct
- 7 [Continual Service Improvement \(CSI\) aligns and realigns IT Services to changing business needs by...](#) Correct
- 8 [Which is the correct grouping of concepts and ITIL processes? Concepts: CMDB DSL MTBF ...](#) Correct
- 9 [Availability Management allows organizations to sustain the IT service availability to support th...](#) Correct
- 10 [Who is responsible for ensuring that the Request Fulfillment process is being performed according...](#) Correct
- 11 [Which of the following activities in the Problem Management process is responsible for generating...](#) Correct
- 12 [COBIT stands for Control Objectives for Information and Related Technology. COBIT is a set of bes...](#) Correct
- 13 [Which of the following are the objectives of Service Level Management \(SLM\)? To negotiate S...](#) Correct
- 14 [The entry points to Service Strategy are referred to as "the Four Ps" . They identify the differ...](#) Correct

#### Item Details

# Chapter		Total Correct
1	Technology and Architecture	1 1
2	Service Management as a practice	1 1
3	The Service Lifecycle	1 1
4	Generic concepts and definitions	4 4
5	Key Principles and Models	3 3
6	Processes	2 2
7	Functions	1 1
8	Roles	1 1

## 1. Start Time

Gives the time test started at.

## 2. End Time

Gives the time test ended at.

### 3. **Total Items**

Total numbers of questions in the given test.

### 4. **Correct Items**

Total number questions correctly answered.

### 5. **Passing Score**

Passing Score of the Test.

### 6. **Maximum Score**

Maximum Score of the Test.

### 7. **Your Score**

Total Score Got in the Test.

### 8. **Result**

Result either Pass or Fail.

### 9. **Items**

Can review the questions again after test to avoid mistakes in other test.

### 10. **Result**

Traverse the wrong and right answers.

### 11. **Bookmark**

Can traverse through bookmarked questions.

jigyaasa