

Pre Assessment ITIL

1. What is the primary goal of Service Management?

- a) To design innovative products
- b) To ensure IT services meet business needs
- c) To develop software applications
- d) To minimize business operations

2. Which process focuses on managing the lifecycle of all incidents?

- a) Incident Management
- b) Problem Management
- c) Change Management
- d) Service Asset Management

3. What is a key responsibility of Service Transition in ITIL Service Management?

- a) Monitoring service performance
- b) Deploying changes into production
- c) Handling customer complaints
- d) Creating Service Level Agreements

4. Which of the following is a function in Service Management?

- a) Application Management
- b) Incident Analysis
- c) Service Request Fulfillment
- d) Change Authorization

5. What does a Service Level Agreement (SLA) define?

- a) The business goals of the organization
- b) The terms and conditions of IT service provisioning
- c) The cost of IT service deployment
- d) The escalation process for unresolved issues

6. In Service Management, what is a "Known Error"?

- a) A major system failure
- b) A solution to a Problem that has been documented

- c) A recurring Incident
- d) An unauthorized access to the system

7. Which of the following is NOT a core principle of Service Management?

- a) Service value chain
- b) Continual improvement
- c) Process automation**
- d) Customer-centric approach

8. What is the primary objective of Change Management?

- a) To implement Incident resolutions
- b) To prevent unauthorized changes**
- c) To identify the root cause of Problems
- d) To document service requirements

9. Which of the following is a key input for Service Design?

- a) Service Level Requirements (SLRs)
- b) Incident Reports
- c) Deployment Plans**
- d) Backup Procedures

10. What is a "Service Request"?

- a) A new project proposal
- b) A formal request for information, advice, or access to IT services**
- c) A hardware failure report
- d) An unexpected service interruption