

University of Eastern Finland  
School of Computing  
**IT Service Management Exam 2014**

- 1 point per task
- You are allowed to use a **calculator**

1. Which process is responsible for reviewing operational level agreements (OLAs) on a regular basis?

- a) Supplier management
- b) Service level management
- c) Service portfolio management
- d) Demand management

2. According to ITIL, which of the following cases could go according to a major incident procedure? Choose a, b, c or d option!!!!

- 1. An excavator cuts off data network cables and 50000 people are suffering from poor internet connections.
- 2. A database of a critical information system with thousands of users is destroyed in a datacenter of a 3rd party service provider due to an earthquake.
- 3. An angry manager of Customer X calls the IT service desk and reports that his printer needs to be fixed within one hour. Otherwise, he is going to end the contract with the service provider.
- 4. A major security breach where hackers steal the personal information of 100 000 customers

- a) 3 and 4
- b) Only 1 and 3
- c) 1, 2 and 4
- d) Only 1



Excavator

3. Calculate ROI % based on the following information: The improvement project provides estimated revenues of 15 000 eur. The investment costs of the project are 5 000 eur. What is the correct ROI %.
- a) 50 %
  - b) 66 %
  - c) 200 %
  - d) 300 %
4. The objective of Event Management is to
- a) ensure that all hardware being rolled out or changed is secure and traceable
  - b) provide mechanisms for early detection of incidents through automated monitoring of IT infrastructure
  - c) organize events for end users and customers in order to decrease the number of incidents
  - d) minimize the monitoring costs of data networks and critical IT infrastructure
5. One of the most important goals of ECAB is
- a) to implement emergency changes
  - b) assist the change manager in evaluating emergency changes and authorize these changes
  - c) create Emergency procedure for Continuous Application Business
  - d) release the emergency change for customers and users.
6. In which case can you convert an incident to a problem?
- a) In case of a major change
  - b) In case of a major release
  - c) In case of an application fault
  - d) An incident never becomes a problem.
7. According to the ITIL framework, capacity management can be performed on different levels. Which of the following levels does not belong to the ITIL capacity management?
- a) business capacity management
  - b) service capacity management
  - c) asset capacity management
  - d) component capacity management

8. Which ITIL process does include the following policies: 1) An information classification policy, 2) an asset disposal policy, 3) use and misuse of IT assets policy and 4) an email policy

- a) Incident Management
- b) Availability Management
- c) Release Management
- d) Information Security Management

9. Calculate availability:

24/7 IT service requires weekly a planned 3 hour maintenance break. During the monitoring period, an application failure causes a 6 hour unplanned service outage.

$$\frac{AST-DT}{AST} \times 100 =$$

What is the availability-%?

- a) 98
- b) 97
- c) 96
- d) 95

10. Which of the following methods belong to proactive problem management? Choose a, b, c or d.

- 1. Trend Analysis
- 2. Incident Impact Analysis
- 3. Major Problem Reviews
- 4. Defining Preventive Actions

- a) 3 and 4
- b) 1, 3, and 4
- c) 1, 2 and 4
- d) only 1

11. Which of the following statements is/are correct? Choose a, b, c or d !!!!

- 1. SLM process is responsible for reviewing underpinning contracts.
- 2. Problem management should always be more reactive than proactive
- 3. Definitive Media Library aims at storing definitive approved versions of configuration items such as compiled class files and patches.
- 4. ITIL is the most widely used ITSM standard

- a) 1, 2 and 3
- b) 3 and 4
- c) 2, 3, and 4
- d) 1 and 3

12. Which of the following ITSM processes could exploit the *Management of Risk* (MoR) framework?
- Problem Management
  - Release Management
  - Capacity Management
  - IT service continuity management

13. Which of the following is the BEST description of an operational level agreement (OLA)?

- An agreement between an IT service provider and another part of the same organization that assists in the provision of services
- A written agreement between the IT service provider and their customer(s) defining key targets and responsibilities of both parties
- An agreement between two service providers about the levels of service required by the customer
- An agreement between a third party service desk and the IT customer about fix and response times

14. MTBF is typically used to measure

- performance of IT services
- reliability of IT services
- transaction time of IT services
- response time of IT service incidents

15. Which of the following options is not a service desk type in the ITIL framework

- local,
- operational,
- central,
- virtual service desk

16. Which of the following approaches is used by the ITIL release management process

- Procedural approach
- Full Patch approach
- Pull approach
- Primary Base approach

17. Two employees of the organization X get brand new workstations. Information on these configuration items is stored into

- Definitive Hardware Store
- Configuration Management Database
- Definitive Media Library (DML)
- Service Catalogue



18. Which one of the following is the CORRECT list of stages in the Deming Cycle?

- a) Plan, Measure, Monitor, Report
- b) Plan, Check, Re-Act, Implement
- c) Plan, Do, Act, Audit
- d) Plan, Do, Check, Act

19. Which of the following situations should NOT be considered as an event in ITIL?

- a) A warning message from an email system regarding insufficient quota
- b) An alert from a data center concerning a change in temperature
- c) An installation request from a user to a service desk through a web form
- d) An application failure (Exception) report displayed by a healthcare information system

20. Which one of the following statements is NOT correct?

- a) OLA shall be made for every new external customer before the service usage
- b) Service Level Management metrics include number of service level breaches and percentage of services covered by SLAs
- c) One of the activities in Service Level Management is to conduct a service review and instigate improvements
- d) Service Level Management assists in creating a Service Level Catalogue

21. Which of the following statements is NOT correct according to ITIL?

- a) A problem can be converted into a known error without a workaround
- b) Problem management should focus on proactive problem management in order to prevent incidents from occurring
- c) A customer can report a support request as a problem ticket to the service desk
- d) An organization does not have to resolve all known errors.

22. Which process does the concept 'Service Improvement Plan' belong to?

- a) Incident management
- b) Problem management
- c) Financial management
- d) Service Level Management

23. What is a SPOC model in ITIL?

- a) A single point of coordination
- b) A single point of complaints
- c) A single point of contact
- d) A single point of communication

24. What is the RACI model used for?

- a) Documenting the roles and responsibilities of stakeholders in a process or activity
- b) Defining requirements for a new service or process
- c) Analysing the business impact of an incident
- d) Creating a balanced scorecard showing the overall status of service management

25. Which of the following are escalation types mentioned by ITIL?

- 1. Hierarchical escalation
- 2. Emergency escalation
- 3. Functional escalation
- 4. Service specialist escalation

- a) 1, 3 and 4
- b) 1 and 3
- c) All
- d) 1, 2 and 4

26. Which of the following are main activities within IT service continuity management

- a) Monitor, Measure, Analyse, Report and Review
- b) Measure, Report, Manage improvement ideas
- c) Implement, Requirements, Operation, Validation
- d) Initiation, Requirements and Strategy, Implementation, Ongoing operation

27. What does the concept 'AMIS' mean in ITIL?

- a) Application Management Information System
- b) Active Monitoring Information System
- c) Activity-Based Management information System
- d) Availability Management Information System

28. Which of the following statements is NOT correct according to ITIL?  
Service desk

- a) performs an incident management process
- b) handles all incidents and service requests as well as customer feedback
- c) is a process that aims at restoring services to the normal state according to SLA targets.
- d) is responsible for communication with users and keeps them informed of incident progress

29. Scope of IT Service Financial Management does NOT cover

- a) Known Variable Costs Dynamics
- b) Service Consumption Modeling and Valuation
- c) Service Investment Analysis
- d) Service Outage Analysis

30. Incident priority level means

- a) Severity level that is defined by the customer while submitting the case
- b) The resources used to process the service desk case
- c) Incident processing order that is defined by impact and urgency
- d) Financial priority value of an incident

31. A customer complains about the poor performance level of service. Which process shall act as a contact point for a customer in his/her matter?

- a) capacity management
- b) demand management
- c) problem management
- d) incident management

32. Which of the following is not a release management approach presented by ITIL?

- a) Push/Pull
- b) Big Bang
- c) Release and deploy
- d) Phased

33. What is a DIKW model according to ITIL?

- a) Data model, ICT model, Knowledge Model, Workstation model
- b) Design, Implementation, Knowledge management, Workflow management
- c) Data, Indicator, Key Performance Target, Work metrics
- d) Data, Information, Knowledge, Wisdom



34. Which ITIL process includes the following: Planning the rollout, Communication preparation and training, Distribution & Installation?
- a) Problem management
  - b) Availability management
  - c) Release management
  - d) Incident Management
35. Which ITIL process includes a Correlation Engine?
- a) availability management
  - b) access management
  - c) event management
  - d) it service continuity management
36. Who should be granted access to the information security policy?
- a) Senior business managers and IT staff
  - b) Senior business managers, IT executives and the information security manager
  - c) All customers, users and IT staff
  - d) Information security management staff only
37. What is the name of the group that should review changes that must be implemented faster than the normal change process?
- a) Technical management
  - b) Emergency change advisory board
  - c) Urgent change board
  - d) Urgent change authority
38. Which process is responsible for discussing reports with customers showing whether services have met their targets?
- a) Continual service improvement
  - b) Change management
  - c) Service level management
  - d) Availability management



39. Which of the following statements regarding service change management of ITIL is correct?

- a) CAB meetings should not be organized as virtual meetings because changes cannot be discussed without face-to-face meetings.
- b) 8-R is a useful tool for evaluating changes
- c) Emergency changes need authorization
- d) An RFC cannot be related to a service portfolio

40. Which standard can be used to benchmark and check whether an IT service provider has an effective Service Management System?

- a) ISO 9001
- b) ISO/IEC 20000
- c) ISO/IEC 27000
- d) ISO/IEC 14000

THE END. Thank you for participating in the ITSM course.