



ITIL v3 Foundation Practice Exam #2

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GUIDELINES FOR THE PRACTICE EXAM

- Practice exams should be taken without using any notes
- Try to complete the 40 questions in under 60 minutes
- Aim to achieve a score of 85% or higher on this exam

1. What is the purpose of service transition planning & support?

- a) Provide overall planning for service transitions and coordinate the resources they require
- b) Ensure that all service transitions are properly authorized
- c) Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- d) Define test scripts to ensure transitions are unlikely to fail

2. What is the BEST description of the change authority, *change manager*, and *change advisory board*?

- a) Job descriptions
- b) Functions
- c) Teams
- d) Roles, people, or groups

3. Which processes are in the Service Transition stage?

- a) Change management, service asset and configuration management, release and deployment management
- b) Change management, capacity management, event management, service request management
- c) Service level management, service portfolio management, service asset and configuration management
- d) Service asset and configuration management, release and deployment management, request fulfillment

4. What is NOT a service desk organizational structure?

- a) Local Service Desk
- b) Virtual Service Desk
- c) IT Help Desk
- d) Follow the Sun

5. Whose responsibility is it to define metrics for change management?

- a) Change management process owner
- b) Change advisory board (CAB)
- c) Service owner
- d) Continual service improvement manager



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6. What part of the lifecycle focuses on finding ways to improve process efficiency and cost effectiveness?
- a) Service operation
 - b) Service transition
 - c) Continual service improvement
 - d) Service strategy
7. What is NOT a function of the service design stage?
- a) Designing and maintaining all necessary service transition packages
 - b) Producing quality, secure, and resilient designs for new or improved services
 - c) Taking service strategies and ensuring they are reflected in the service design / processes and the service designs that are produced
 - d) Transitioning a service from service design into service operations
8. Who is responsible for the definitive media library?
- a) Facilities management
 - b) Access management
 - c) Request fulfillment
 - d) Service asset and configuration management
9. What is the BEST description of the relationships involved in the service asset and configuration management process?
- a) Describes the topography of the hardware
 - b) Describes how the configuration items (CIs) work together to deliver the services
 - c) Defines which software should be installed on a particular piece of hardware
 - d) Defines how version numbers should be used in a release
10. What problem management activity ensures that problems can be tracked, and the information correlated by management?
- a) Categorization
 - b) Detection
 - c) Prioritization
 - d) Escalation
11. What role is accountable for the operational management of a process?
- a) Process practitioner
 - b) Process manager
 - c) Service manager
 - d) Change manager



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12. What lifecycle stage's driving principle is creating value?
- a) Continual service improvement
 - b) Service strategy
 - c) Service design
 - d) Service transition
13. What BEST describes the result of carrying out an activity, following a process, or delivering an IT service?
- a) Outcome
 - b) Incident
 - c) Change
 - d) Problem
14. What process is responsible for discussing reports with customers and showing whether services met their targets?
- a) Continual service improvement
 - b) Change management
 - c) Service level management
 - d) Availability management
15. What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?
- a) Change authorization board
 - b) Change advisory board
 - c) Change implementer
 - d) Change manager
16. What group of people have an interest in the activities, targets, resources, and deliverables from service management?
- a) Employers
 - b) Stakeholders
 - c) Regulators
 - d) Accreditors
17. What is the BEST definition of an event?
- a) Any change of state that has significance for the management of a configuration item or IT service
 - b) An unplanned interruption to an IT service or a reduction in the quality of an IT service
 - c) The unknown cause of one or more incidents that have an impact on an IT service
 - d) Reducing or eliminating the cause of an incident or problem



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18. The implementation of ITIL® service management requires preparation and planning to effectively and efficiently use "the four Ps." What are these four Ps?
- a) People, process, partners, performance
 - b) Performance, process, products, problems
 - c) People, process, products, partners
 - d) People, products, perspective, partners
19. What activity is conducted during the "Where do we want to be" step of the Continual Service Improvement (CSI) model?
- a) Implementing service and process improvements
 - b) Reviewing measurements and metrics
 - c) Creating a baseline
 - d) Defining measurable targets
20. What CANNOT be provided by a tool?
- a) Knowledge
 - b) Information
 - c) Wisdom
 - d) Data
21. 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
22. What are the three service provider business models?
- a) Internal service provider, outsourced 3rd party, and off-shore party
 - b) Internal service operations provider, external service operations provider, shared service unit
 - c) Internal service provider, external service provider, outsourced 3rd party
 - d) Internal service provider, external service provider, shared service unit
23. What would be the next step in the continual service improvement (CSI) model after "Did we get there"?
- a) What is the return on investment (ROI)?
 - b) How much did it cost?
 - c) How do we keep the momentum going?
 - d) What is the value on investment (VOI)?



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24. What step of the continual service improvement (CSI) model is BEST described by the phrase "Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision"?
- a) Where are we now?
 - b) Where do we want to be?
 - c) How do we get there?
 - d) Did we get there?
25. Where should details of a workaround be documented?
- a) Service level agreement (SLA)
 - b) Problem record
 - c) Availability management information system
 - d) IT service continuity plan
26. What is an enabler of best practices?
- a) Standards
 - b) Technology
 - c) Academic research
 - d) Internal experience
27. What process is involved in monitoring an IT service, and detecting when the performance drops below acceptable limits?
- a) Service asset and configuration management
 - b) Event management
 - c) Service catalog management
 - d) Problem management
28. What is NOT an objective of request fulfillment?
- a) To provide information to users about what services are available and how to request them
 - b) To update the service catalog with services that may be requested through the service desk
 - c) To provide a channel for users to request and receive standard services
 - d) To source and deliver the components of standard services that have been requested
29. What is concerned with policy and direction?
- a) Capacity management
 - b) Governance
 - c) Service Design
 - d) Service level management



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30. Where would you expect incident resolution targets to be documented?
- a) Service level agreement (SLA)
 - b) Request for change (RFC)
 - c) Service portfolio
 - d) Service description
31. Availability management is directly responsible for the availability of ____.
- a) IT services and components
 - b) IT services and business processes
 - c) Components and business processes
 - d) IT services, components, and business processes
32. What process will perform risk analysis and review of all suppliers and contracts on a regular basis?
- a) Service level management
 - b) IT service continuity management
 - c) Service catalog management
 - d) Supplier management
33. What stage of the ITIL® lifecycle contains detailed descriptions of service catalog management, information security management, and supplier management?
- a) Service strategy
 - b) Service design
 - c) Service transition
 - d) Service operation
34. What is NOT one individual aspects of service design?
- a) Design of the service portfolio and the service catalog
 - b) Design of new or changed services
 - c) Design of market spaces
 - d) Design of the technology architectures
35. What BEST describes the act of transforming resources and capabilities into valuable service?
- a) Service management
 - b) Incident management
 - c) Resource management
 - d) Service support



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36. What is the BEST description of a major incident?
- a) Incident that is complex and requires a root cause analysis before a workaround can be developed
 - b) Incident that requires many people to resolve
 - c) Incident logged by a senior manager
 - d) Incident that are classified as high priority or would have a high business impact
37. What is the BEST description of a service request?
- a) Request from a user for information, advice, or for a standard change
 - b) Anything that the customer wants and is prepared to pay for
 - c) Any request or demand that is entered by a user via a self-help web-based interface
 - d) Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting
38. What event categories are covered in service operations?
- a) Informational, scheduled, normal
 - b) Scheduled, unscheduled, emergency
 - c) Informational, warning, exception
 - d) Warning, reactive, proactive
39. What would NOT commonly be discussed by the CAB?
- a) Details of failed changes
 - b) Updates to the change schedule
 - c) Reviews of completed changes
 - d) All of these options
40. What type of baseline captures the structure, contents, and details of the infrastructure and represents a set of items that are related to each other?
- a) Configuration baseline
 - b) Project baseline
 - c) Change baseline
 - d) Asset baseline



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ANSWERS TO PRACTICE EXAM #2

As you check the answers to your Practice Exams #1, it is important to understand why each answer is correct. As you go over your practice exam results, ensure you pay close attention to the questions you missed and understand the explanation provided for their correct answers.

1. A - Service Transition Planning and Support provides overall planning for service transitions, and coordinates the resources that they will require.
2. D - Roles are defined as collections of specific responsibilities and privileges. These can be held by a person or a group or people.
3. A - Service Transition phase contains Change Management, Service Asset & Configuration Management, Release & Deployment Management, Transition Planning & Support, Service Validation & Testing, Evaluation, and Knowledge Management.
4. C - IT Help Desk is a generic term and not an organizational structure like the Local Service Desk, Virtual Service Desk, and Follow-the-Sun models.
5. A - The Change Management Process Owner is accountable for the overall design, performance, integration, improvement, and management of the change management process, including the metrics.
6. C - Continual Service Improvement is about the alignment and re-alignment of services, processes, and functions to changing business needs. CSI is concerned with the consistent application of quality management methods to the service.
7. A - The creation of service transition packages occurs during the Service Transition phase of the ITIL® Lifecycle.
8. D - The Definitive Media Library (DML) is the responsibility of the Service Asset and Configuration Management (SACM) process.
9. B - The CMS stores records of Configuration Items in the Configuration Management Database (CMDB). The CMS/CMDB differs from a traditional asset database in that it also provides information regarding how Configuration Items are related to each other.



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10. A - The incident is categorized according to predefined criteria for the purpose of facilitating diagnosis and prioritizing its handling relative to other incidents.
11. B - The process manager is accountable for the management and oversight of a given process.
12. B - Service Strategy is about the selection of services a Service Provider will offer to customers. This is focused on determining how best to provide value to a service provider's customers.
13. A - An outcome is the result of carrying out an activity, following a process, or delivery an IT service. An outcome is the intended or actual result.
14. C - Service level management works with the customer to prove that the SLAs have been met or achieved.
15. B - The Change Advisory Board, or CAB, is a group of experts convened by the Change Manager to advise on the approval/rejection and planning for a specific change. The membership of the CAB usually varies with the change under consideration.
16. B - Stakeholders can be customers, users, or even suppliers. Everyone working within every type of service provider is a possible stakeholder.
17. A - An Event is any change of state which has significance for the delivery of a service. Event Management mainly focuses on IT detecting and addressing issues at the infrastructure level and is most commonly a largely automated process.
18. C - People (Human resources), Processes (Service Management Processes), Products (Technology and other infrastructure), and Partners (Third-parties) which support the service.
19. D - Metrics are useful in determining where you currently are, and determining where you want to be, in terms of service levels during the Continual Service Improvement (CSI) phase.
20. C - Wisdom is correct, well-informed decisions based on accurate data that is analyzed and presented in the correct context.
21. A - Service Design focuses on the design and planning of all aspects of the lifecycle including its processes. This includes defining the policies and objectives to be used during Service Transition, Service Operations, & Continual Service Improvement phases.



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22. D - There are three types of service providers. Type I (internal service provider embedded in the business unit), Type II (internal service provider shared among the business units), and Type III (external service provider).
23. C - "How do we maintain momentum?" Is the 6th step in the CSI process, and then the cycle repeats.
24. B - "Where are we now?" comes right after "What is the vision?".
25. B - The Problem Record would exist in the Known Error Database (KEDB), and it would be updated with a workaround once the error becomes a "known error".
26. B - Standards, academic research, and internal experience can be good sources of best practices, but technology is an enabler of best practices!
27. B - Event Management is concerned with detection of events in the infrastructure and with selection of appropriate response actions. It monitors things such as technical components, environmental conditions, software, and security CIs to ensure performance.
28. B - Service Request Fulfillment is the process charged with assisting users in situations where no service degradation or interruption is involved. It provides a means for common user requests for non-incident support, new equipment, training, etc.
29. B - Governance is concerned with policy and direction, and ensures we focus on conformance and compliance, especially compliance to legislative requirements like Sarbanes-Oxley, Freedom of Information, Data Protection, etc.
30. A - Service Level Agreements (SLAs) should specify service and quality targets, including those for incident resolution.
31. A - The Availability Management process is concerned with management and achievement of agreed availability requirements as established in Service Level Agreements. In ITIL®, availability is defined as the ability of a system, service, or configuration item to perform its function when required.
32. D - Supplier Management is the process charged with obtaining value for money from third-party suppliers. Supplier Management plays a very similar role to that of Service Level Management, but with respect to external suppliers.
33. B - Service Design contains Service Catalog Management, Service Level Management, Availability Management, Capacity Management, Service Continuity Management, IT



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Security Management, and Supplier Management.

- 34. C - The design of market spaces is part of Service Strategy, not Service Design.
- 35. A - Service Management is a set of specialized capabilities for delivering value to customers in the form of services. These services require resources and capabilities to operate.
- 36. D - A major incident has a high impact on the business or is affected a high priority customer.
- 37. A - Service requests can be anything request by a user, including service, help, advice, guidance, a standard change, or even a continual service improvement suggestion.
- 38. C - Events are classified as Informational (no action required), Warning (item is approaching a performance or capacity limitation), or Exception (item has exceeded a threshold).
- 39. D - The Change Advisory Board or CAB is a group of experts convened by the Change Manager to advise on the approval/rejection and planning for a specific change. The membership of the CAB usually varies with the change under consideration.
- 40. A - Configuration Baseline refers to the documented and validated configuration of a component, system, service, etc. and is used to provide a roll-back point useful in managing risk around changes in the environment.