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 BEST describes a definitive media library (DML)?
   a) Secure location that holds definitive hardware spares
   b) Secure library where definitive authorized versions of
      all media configuration items (CIs) are stored and protected
   c) Database that contains definitions of all media CIs
   d) Secure library where definitive authorized versions of
      all software and back-ups are stored and protected

2. Service transition planning and support is NOT responsible for _____.
   a) Prioritizing conflicts for service transition resources
   b) Coordinating the efforts required to manage multiple simultaneous transitions
   c) Maintaining policies, standards, and models for service transition activities and
      processes
   d) Detailed planning of the build and test of individual changes

3. Service catalog management is NOT responsible for _____.
   a) Ensuring the service catalog contents are accurate
   b) Ensuring that service level agreements are maintained
   c) Ensuring that information in the service catalog is consistent with information
      in the service portfolio
   d) Ensuring that all operational services are recorded in the service catalog

4. What group should review any changes that must be implemented more quickly than
can occur through the organization's normal change process?
   a) Technical management
   b) Emergency change advisory board
   c) Urgent change board
   d) Urgent change authority

5. What is the correct definition of an outcome?
   a) A result specific to the clauses in an SLA
   b) The result of carrying out an activity, following a process, or delivering an IT
      service
   c) All the accumulated knowledge of the service provider
   d) All incidents reported to the service desk

6. What function is responsible for managing a data center?
- a) Technical management
- b) Service desk
- c) Application management
- d) Facilities management

7. What document would you expect to see an overview of actual service achievements that your service is measured against achieving?
- a) Operational level agreement (OLA)
- b) Capacity plan
- c) Service level agreement (SLA)
- d) SLA monitoring chart (SLAM)

8. What is NOT an objective of service level management?
- a) Defining, documenting, and agreeing on the level of service to be provided
- b) Monitoring, measuring, and reporting of the actual level of service provided
- c) Monitoring and improving customer satisfaction
- d) Identifying possible future markets that the service provider could operate within

9. What BEST describes *partners* in the phrase "people, processes, products and partners"?
- a) Suppliers, manufacturers, and vendors
- b) Customers
- c) Internal departments
- d) The facilities management function

10. What DOES NOT provide value to the business during service strategy?
- a) Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
- b) Enabling the service provider to respond quickly and effectively to changes in the business environment
- c) Reduction in the duration and frequency of service outages
- d) Providing a service with high utility and low warranty

11. What should a service *always* deliver to customers?
      a) Application
      b) Infrastructure
      c) Value
      d) Resources

12. What does NOT need to be defined as part of EVERY process?
      a) Roles
      b) Inputs and outputs
      c) Functions
      d) Metrics

13. What is it called when a service delivered between two business units in the same organization?
      a) Strategic service
      b) Delivered service
      c) Internal service
      d) External service

14. What statement about the service owner is INCORRECT?
      a) Carries out the day-to-day monitoring and operation of the service they own
      b) Contributes to continual improvement affecting the service they own
      c) Is a stakeholder in all of the IT processes that support the service they own
      d) Is accountable for a specific service within an organization

15. When can you raise or elevate a known error record?
      a) At any time it would be useful to do so
      b) After a workaround has been found
      c) Both A and B
      d) Neither A nor B

16. What is the BEST definition of IT service management?
      a) An internal service provider that is embedded within a business unit
      b) A complete set of all the documentation required to deliver world class services to customers
      c) Technical implementation of supporting IT infrastructure components
      d) The implementation and management of quality services that meet business needs

17. What BEST defines a customer-facing service?
> a) A service that directly supports the business processes of a customer
> b) A service that cannot be allowed to fail
> c) A service that is not covered by a service level agreement
> d) A service that is not directly used by the business

18. Who is responsible for carrying out activities in a process?
> a) Process owner
> b) Change manager
> c) Service manager
> d) Process practitioner

19. What process is used to compare the value that a newer service offers over one that is being replaced?
> a) Availability management
> b) Capacity management
> c) Service portfolio management
> d) Service catalog management

20. What BEST describes the purpose of the Service Operation stage in the service lifecycle?
> a) To decide how IT will engage with suppliers during the service lifecycle
> b) To proactively prevent all outages to IT services
> c) To design and build processes that meet business needs
> d) To deliver and manage IT services at agreed-upon levels to business users and customers

21. What key output is handed over to the service transition team at the end of the service design phase?
> a) Measurement, methods, and metrics
> b) Service design package
> c) Service portfolio design
> d) Process definitions

22. What do service metrics measure?
> a) Functions
> b) Maturity and cost
> c) End-to-end service
> d) Infrastructure availability

23. What process would seek to understand levels of customer satisfaction and communicate any plan of action that has been put in place to deal with dissatisfaction?
      a) Availability management
      b) Capacity management
      c) Business relationship management
      d) Service catalog management

24. What statement below is NOT true concerning the ITIL® framework and its worldwide adoption by many organizations?
      a) It is vendor-neutral
      b) It does not prescribe actions
      c) It represents best practices
      d) It is a proprietary framework

25. The effective management of risk requires specific types of action. What action would BEST manage risk?
      a) Training all staff how to identify and manage risk
      b) Identification and analysis of risk; management of the organization's exposure to risk
      c) Control of exposure to risk; investment of capital
      d) Training of all staff; investment of capital

26. What basic concepts are used in access management?
      a) Personnel, electronic, network, emergency, identity
      b) Rights, access, identity, directory services, service and service components
      c) Physical, personnel, network, emergency, service
      d) Normal, temporary, emergency, personal, group

27. What process is responsible for recording the current details, status, interfaces, and dependencies of all services that are being run or being prepared to run in the live environment?
      a) Service level management
      b) Service catalog management
      c) Demand management
      d) Service transition

28. What process includes business, service, and component sub-processes?
    a) Capacity management
    b) Incident management
    c) Service level management
    d) Financial management

29. What is NOT an objective of problem management?
    a) Minimizing the impact of incidents that cannot be prevented
    b) Preventing problems and incidents from occurring
    c) Eliminating recurring incidents
    d) Restoring normal service operation as soon as possible

30. What event categories are described in Service Operation?
    a) Informational, scheduled, normal
    b) Scheduled, unscheduled, emergency
    c) Informational, warning, exception
    d) Warning, reactive, proactive

31. What 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

32. What is NOT an aim of the change management process?
    a) To ensure the impact of changes are understood
    b) To ensure that changes are recorded and evaluated
    c) To ensure that all changes to configuration items (CIs) are recorded in the
       Configuration Management System
    d) To deliver and manage IT services at agreed-upon levels to business users

33. What activity is NOT performed by a service desk?
    a) Logging details of incidents and service requests
    b) Providing first-line investigation and diagnosis
    c) Restoring service
    d) Implementing all standard changes

34. What is TRUE about incident reporting and logging?
      a) Incidents can only be reported by users
      b) Incidents can be reported by anyone who detects a disruption or potential
         disruption to normal service
      c) All service desk calls must be logged as incidents
      d) Incidents reported by technical staff must also be logged as problems

35. Service design emphasizes the importance of the "Four Ps". This includes Partners, People, Processes and _____.
      a) Profit
      b) Preparation
      c) Products
      d) Potential

36. What stage of the service lifecycle is MOST concerned with defining policies and objectives?
      a) Service Design
      b) Service transition
      c) Continual improvement
      d) Service operation

37. What two processes contribute MOST to enabling effective problem detection?
      a) Incident and financial management
      b) Change and release and deployment management
      c) Incident and event management
      d) Knowledge and service level management

38. What process or function utilizes personnel to monitor events in an operation's bridge or network operations center?
      a) Technical management
      b) IT Operations Management
      c) Request fulfillment
      d) Applications management

39. Which database records all possible service improvements?
      a) CSI Register
      b) Known error database
      c) Capacity management information system
      d) Configuration Management database

40. What type of communication should functions utilize within service operation stage?
   a) Communication between data center shifts
   b) Communication related to changes
   c) Performance reporting
   d) Routine operational communication

ANSWERS TO PRACTICE EXAM #1

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. **B** - Although the DML is a single logical store, it can be comprised of many physical locations including electronic storage areas. Its contents must be recorded in the CMDB and it is used heavily in Release and Deployment Management.

2. **D** - Service Transition is concerned with management of change, and more specifically, with the introduction of new and changed services into the live environment. Service Transition Planning is the process that oversees this lifecycle phase.

3. **B** - SLAs are maintained by the Service Level Agreement Management process, not the Service Catalog Management process.

4. **B** - In most environments, Emergency Changes are those which cannot be foreseen. Emergency Changes that are not addressed quickly put the environment at a high risk of experiencing a negative business impact. Emergency Changes are reviewed by the Emergency Change Advisory Board (ECAB).

5. **B** - The outcome is the result of carrying out an activity, following a process, or delivering an IT service. It refers to the intended or actual results.

6. **D** - Facilities Management is concerned with maintenance of the facilities which house IT operations, e.g. data centers, call centers, development facilities, etc.

7. **D** - SLAM charts provide an attractive, visual representation of achievement against targets of an SLA. Also known as stoplight charts, or Red-Yellow-Green charts.

8. **D** - Service Level Management is the process charged with securing and managing agreements between customers and the service provider regarding the levels of performance (utility) and levels of reliability (warranty) associated with specific services.

9. **A** - Partners are third-parties who provide services required to support the services. These include suppliers, manufacturers, and vendors.

10. **C** - The duration and frequency of service outages would be more associated with Availability Management or Problem Management than service strategy.

11. **C** - A service is a means of delivering value to customers by facilitating the outcomes customers want to achieve without the ownership of specific costs and risks. It is about delivering value to the customers!

12. **C** - Functions are self-contained subsets of an organization that are intended to accomplish specific tasks. They are not required for EVERY process.

13. **C** - This is called an internal service, and the service provider is called a Type I or Type II service provider.

14. **A** - The service owner is accountable for the overall design, performance, integration, improvement, and management of a single service.

15. **C** - A Known Error record is one that has an identified underlying cause and a workaround. It can be elevated or raised any time it would be useful to do so, or after a workaround has been found.

16. **D** - Service Management is a set of specialized capabilities for delivering value to customers in the form of services. ITIL® is a framework for IT Service Management.

17. **A** - Customer-facing is an adjective used to describe a hardware or software product, technology, or anything that the customer of a business deals with directly. It generally supports the business processes of the customer directly.

18. **D** - A Process Practitioner carries out one or more activities of a process and works with other stakeholders to ensure all contributions to the process are effective.

19. **C** - Service Portfolio Management process is concerned with management of the information concerning services in the Service Portfolio. It organizes the process by which services are identified, described, evaluated, selected, and chartered.

20. **D** - The Service Operation phase of the Service Lifecycle is concerned with ensuring that services operate within agreed parameters. When service interruptions do occur, Service Operation is charged with restoring service as quickly as possible, and with minimizing the impact to the business.

21. **B** - The Service Design Package is a comprehensive and high-quality package of documents that is passed from Service Design to Service Transition during the change in lifecycle phase.

22. **C** - Service metrics dictate what will be measured and how it will be measured. The most useful metrics will attempt to measure the end-to-end service experience.

23. **C** - Business Relationship Management is concerned with the relations at a high management level between service provider and the customer.

24. **D** - ITIL® is a public framework and does not contain proprietary information. This is one reason for its wide-spread adoption and success in the marketplace.

25. **B** - The identification and analysis of risk, as well as the management of risk exposure, is important to effectively manage risk during the delivery of services.

26. **B** - The Access Management process is charged with is providing authorized parties with appropriate access to the service and information as specified in the Information Security Policy. This includes things like user rights, access, identity, services, etc.

27. **B** - Service Catalog Management involves management and control of the Service Catalog, which contains information about services currently available to customers for use. The Service Catalog Management process is included within the Service Design phase.

28. **A** - Capacity Management ensures cost-effective capacity exists at all times to meet or exceed agreed upon needs of the business per the SLAs. It is defined as the maximum throughput a service, system, or component can handle.

29. **D** - "Restoring normal service operation as quickly as possible" falls under Incident Management, not Problem Management.

30. **C** - Events are listed as three basic types: information (no action required), warning (approaching a threshold), or exception (exceeded a threshold).

31. **B** - IT Operations Management is concerned with the day-to-day maintenance of the IT infrastructure and the facilities which house it. It is divided into two sub-functions: Operations Control and Facilities Management.

32. **D** - Change Management is concerned with recording, evaluating, approving, testing, and reviewing changes to services, systems, and other Configuration Items. All changes involve risk.

33. **D** - Standard changes are handled by Service Request Fulfillment, not the Service Desk.

34. **B** - Any user, technician, or person affected by an incident can be the one to report it and begin the incident response process.

35. **C** – The Four P's are People, processes, products, and partners.

36. **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.

37. **C** - Incident Management is concerned with the rapid restoration of services and with minimization of impact to the business. Event Management is concerned with detection of events in the infrastructure and with selection of appropriate response actions.

38. **B** - IT Operations Management is concerned with the day-to-day maintenance of the IT infrastructure and the facilities which house it. It is divided into two sub-functions: Operations Control and Facilities Management.

39. **A** - The CSI Register exists to record all potential improvement opportunities, and every stakeholder should be encouraged to submit entries into it.

40. **D** - All of these options are useful forms of communication during the service operations phase of the lifecycle.