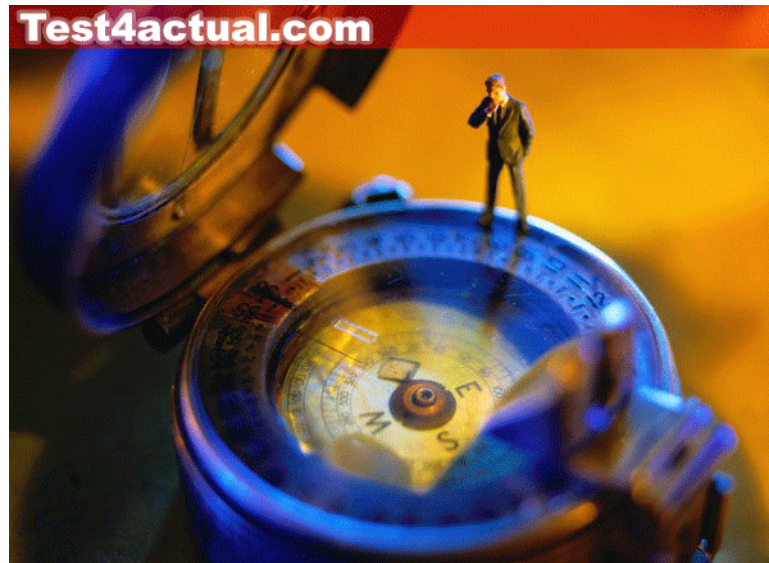# Test4actual, *100% Accurate Answers!!!*

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1.Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

A: 1 only
B: 2 only
C: Both of the above
D: Neither of the above
Correct Answers: B

2.Which of the following statements is CORRECT for every process?

1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

A: Both of the above
B: 1 only
C: Neither of the above
D: 2 only
Correct Answers: B

3.Which of the following is NOT one of the five individual aspects of Service Design?

A: The design of the Service Portfolio, including the Service Catalogue
B: The design of new or changed services
C: The design of Market Spaces
D: The design of the technology architecture and management systems
Correct Answers: C

4.Which of the following is NOT the responsibility of the Service Catalogue Manager?

A: Ensuring that information in the Service Catalogue is accurate
B: Ensuring that information within the Service Pipeline is accurate
C: Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
D: Ensuring that all operational services are recorded in the Service Catalogue
Correct Answers: B

5.Which of the following statements is CORRECT?

A: The Configuration Management System (CMS) is part of the Known Error Data Base

(KEDB)

B: The Service Knowledge Management System (SKMS) is part of the CMS

C: The KEDB and the CMS form part of the larger SKMS

D: The CMS is part of the Configuration Management Data Base (CMDB)

Correct Answers: C

6. Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

A: 1 only

B: 2 only

C: 3 only

D: All of the above

Correct Answers: D

7. Which of the following is NOT a characteristic of a process?

A: It is measurable

B: Delivers specific results

C: Responds to specific events

D: A method of structuring an organisation

Correct Answers: D

8. Which of the following statements about processes is INCORRECT?

A: A process may define policies, standards and guidelines

B: The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

C: The objective of any IT process should be expressed in terms of business benefits and goals

D: The output from a process has to conform to operational norms derived from business objectives

Correct Answers: B

9. What is a RACI model used for?

A: Performance analysis

B: Recording Configuration Items

C: Monitoring services

D: Defining roles and responsibilities

Correct Answers: D

10. The group that authorizes changes that must be installed faster than the normal process is called the?

A: CAB Emergency Committee (CAB/EC)
B: Emergency CAB (ECAB)
C: Urgent Change Board (UCB)
D: Urgent Change Authority (UCA)

Correct Answers: B

11. Contracts relating to an outsourced Data Centre would be managed by?

A: Technical Management
B: Service Desk
C: IT Operations Control
D: Facilities Management

Correct Answers: D

12. Which Service Design process makes the most use of data supplied by Demand Management?

A: Service Catalogue Management
B: Service Level Management
C: IT Service Continuity Management
D: Capacity Management

Correct Answers: D

13. Which of the following CANNOT be stored and managed by a tool?

A: Knowledge
B: Information
C: Wisdom
D: Data

Correct Answers: C

14. The BEST description of the purpose of Service Operation is?

A: To decide how IT will engage with suppliers during the Service Management Lifecycle
B: To proactively prevent all outages to IT Services
C: To design and build processes that will meet business needs
D: To deliver and support IT Services at agreed levels to business users and customers

Correct Answers: D

15. In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

A: Service Strategy
B: Service Design
C: Service Transition
D: Service Operation
Correct Answers: B

16. Which of the following sentences BEST describes a Standard Change?

A: A change to the service provider's established policies and guidelines
B: A change that correctly follows the required change process
C: A pre-authorised change that has an accepted and established procedure
D: A change that is made as the result of an audit
Correct Answers: C

17. Which process is responsible for discussing reports with customers showing whether services have met their targets?

A: Continual Service Improvement
B: Business Relationship Management
C: Service Level Management
D: Availability Management
Correct Answers: C

18. 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 Provider
Correct Answers: D

19. Which is the correct combination of Service Management terms across the Lifecycle?

1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

A: 1B, 2C, 3D, 4A
B: 1C, 2D, 3A, 4B
C: 1C, 2B, 3A, 4D
D: 1A, 2B, 3C, 4D
Correct Answers: C

20. Application Management plays a role in all applications. One of the key decisions to which they contribute is?

A: Where the vendor of an application is located
B: Whether to buy an application or build it
C: Who the vendor of the storage devices will be
D: Should application development be outsourced
Correct Answers: B

21. How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

A: There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
B: Each stage should be carried out once in the order Plan-Do-Check-Act
C: The entire cycle should be repeated multiple times to implement Continual Improvement
D: There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
Correct Answers: C

22. Which is the first step in the 7 Step Improvement Process?

A: Prepare for action
B: Define what you should measure
C: Where are we now?
D: Identify gaps in Service Level Agreement (SLA) achievement
Correct Answers: B

23. Which of the following is NOT a valid objective of Request Fulfilment?

A: To provide information to users about what services are available and how to request them
B: To update the Service Catalogue 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

Correct Answers: B

24. What is the definition of an Alert?

A: An audit report that indicates areas where IT is not performing according to agreed procedures
B: A type of Incident
C: An error message to the user of an application
D: A warning that a threshold has been reached or that something has changed
Correct Answers: D

25. In many organisations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

A: Only manage Incidents effectively through the 1st line
B: Manage Incidents effectively through 1st, 2nd and 3rd line
C: Only manage Incidents effectively through 1st and 2nd line
D: Only manage Incidents effectively at the 3rd line
Correct Answers: B

26. Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A: Produce and maintain all necessary Service Transition packages
B: Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organisation
C: Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
D: Measuring the effectiveness and efficiency of Service Design and the supporting processes
Correct Answers: A

27. Which process is responsible for frequently occurring changes where risk and cost are low?

A: Access management
B: Incident Management
C: Release and Deployment Management
D: Request fulfilment
Correct Answers: D

28. Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this

represent?

A: Extreme focus on responsiveness
B: Extreme focus on cost
C: Vendor focused
D: Extreme internal focus
Correct Answers: D

29. Which of these statements about Service Desk staff is CORRECT?

A: The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimise salaries
B: Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
C: The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
D: Service Desk staff should be recruited from people who have high levels of technical skill to minimise the cost of training them
Correct Answers: C

30. Effective release and deployment management enables the service provider to add value to the business by?

A: Delivering change, faster and at optimum cost and minimized risk
B: Ensuring that all assets are accounted for
C: Verifying the accuracy of all items in the configuration management database
D: Ensures that the fastest servers are purchased
Correct Answers: A

31. Which role would you MOST expect to be involved in the management of Underpinning Contracts?

A: Process Manager
B: Service Catalogue Manager
C: Supplier Manager
D: IT Designer/Architect
Correct Answers: C

32. What is the entry point or the first level of the V model?

A: Service Requirements
B: Customer / Business Needs
C: Service Solution
D: Service Release

Correct Answers: B

33. To add value to the business, what are the four reasons to monitor and measure?

A: Validate; Direct; Justify; Intervene
B: Validate; Direct; Justify; Improve
C: Evaluate; Direct; Justify; Improve
D: Evaluate; Diagnose; Justify; Intervene
Correct Answers: A

34. "Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services". These specialised organisational capabilities include which of the following?

A: Applications and Infrastructure
B: Functions and Processes
C: People, products and technology
D: Markets and Customers
Correct Answers: B

35. Which of the following statements is INCORRECT?

A: The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
B: The SKMS can include user skill levels
C: The SKMS is part of the Configuration Management System (CMS)
D: The SKMS can include data on the performance of the organization
Correct Answers: C

36. Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

A: Utility and Warranty
B: Services and Infrastructure
C: Resources and Capabilities
D: Applications and Infrastructure
Correct Answers: C

37. Which of the following is the BEST definition of an Incident?

A: A warning that a threshold has been reached, something has changed, or a failure has occurred
B: An unplanned interruption to an IT service or reduction in the quality of an IT service

C: A change of state which has significance for the management of a Configuration Item or IT Service

D: Loss of ability to operate to specification, or to deliver the required output

Correct Answers: B

38. Which of the following statements BEST describes a Definitive Media Library (DML)?

A: A secure location where definitive hardware spares are held

B: A secure library where definitive authorised versions of all media Configuration Items (CIs) are stored and protected

C: A secure electronic library that contains all copies of software and licences

D: A secure library where definitive authorised versions of all software and back-ups are stored and protected

Correct Answers: B

39. Which of the following is NOT an aim of the Change Management process?

A: Overall business risk is optimised

B: Standardised methods and procedures are used for efficient and prompt handling of all Changes

C: All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

D: All budgets and expenditures are accounted for

Correct Answers: D

40. Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

A: The Request Fulfilment Process Manager

B: The Request Fulfilment Process Owner

C: The Service Manager

D: The Service Desk Manager

Correct Answers: B

41. How does Problem Management work with Change Management?

A: By installing changes to fix problems

B: By issuing RFCs for permanent solutions

C: By working with users to change their IT configurations

D: By negotiating with Incident Management for changes in IT for Problem resolution

Correct Answers: B

42. Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

A: 1 only
B: 2 only
C: Both of the above
D: Neither of the above
Correct Answers: B

43. One of the five major aspects of Service Design is the design of the service solutions. It includes?

A: Only capabilities needed and agreed
B: Only resources and capabilities needed
C: Only requirements needed and agreed
D: Requirements, resources and capabilities needed and agreed
Correct Answers: D

44. Which of the following is NOT an example of Self-Help capabilities?

A: Requirement to always call the service desk for service requests
B: Web front-end
C: Menu-driven range of self help and service requests
D: A direct interface into the back end process handling software
Correct Answers: A

45. Which of the following statements is CORRECT?

A: The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)
B: The Service Knowledge Management System (SKMS) is part of the CMS
C: The KEDB and the CMS form part of the larger SKMS
D: The CMS is part of the Configuration Management Data Base (CMDB)
Correct Answers: C

46. Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

A: Utility and Warranty
B: Services and Infrastructure
C: Resources and Capabilities
D: Applications and Infrastructure

Correct Answers: C

47. Major Incidents require?

A: Separate procedures
B: Less urgency
C: Longer timescales
D: Less documentation
Correct Answers: A

48. The BEST description of the guidance provided by Service Design is?

A: The design and development of services and service management processes
B: The design and development of new services
C: The day-to-day operation and support of services
D: The design and development of service improvements
Correct Answers: A

49. A plan for managing the end of a supplier contract should be created when?

A: The contract is about to be ended
B: The contract is being negotiated
C: The Supplier Manager decides that there is a risk the contract might need to end soon
D: The contract has been agreed
Correct Answers: B

50. An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

A: Excessive focus on cost
B: Excessive focus on quality
C: Excessively proactive
D: Excessively reactive
Correct Answers: A

51. Which of the following CANNOT be stored and managed by a tool?

A: Knowledge
B: Information
C: Wisdom
D: Data
Correct Answers: C

52. Which of the following are responsibilities of a Service Level Manager?

1. Agreeing targets in Service Level Agreements
2. Designing the service so it can meet the targets
3. Ensuring all needed contracts and agreements are in place

A: All of the above
B: 2 and 3 only
C: 1 and 2 only
D: 1 and 3 only
Correct Answers: D

53. Which of the following is NOT a characteristic of a process?

A: It is measurable
B: Delivers specific results
C: Responds to specific events
D: A method of structuring an organisation
Correct Answers: D

54. The difference between service metrics and technology metrics is BEST described as?

A: Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
B: Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
C: Service metrics measure the end to end service; Technology metrics measure individual components
D: Service metrics measure each of the service management processes; Technology metrics measure the infrastructure
Correct Answers: C

55. Which of the following are Service Desk organisational structures?

1. Local Service Desk
2. Virtual Service Desk
3. IT Help Desk
4. Follow the Sun

A: 1, 2 and 4 only
B: 2, 3 and 4 only
C: 1, 3 and 4 only
D: 1, 2 and 3 only

Correct Answers: A

56. Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

A: Business Objectives, IT Objectives, Process Metrics
B: Vision and Strategy, Tactical Goals and Operational Goals
C: Process Models, Goals and Objectives
D: Business and IT Strategy and Process Definitions
Correct Answers: B

57. In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

A: Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
B: It is possible that responsiveness may suffer and customers needs may not be met within business timescales
C: There is only likely to be a positive outcome from improved stability – the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
D: From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
Correct Answers: B

58. Which Function would provide staff to monitor events in a Network Operations Centre?

A: Technical Management
B: IT Operations Management
C: Service Desk
D: Applications Management
Correct Answers: B

59. What is the definition of an Alert?

A: An audit report that indicates areas where IT is not performing according to agreed procedures
B: A type of Incident
C: An error message to the user of an application
D: A warning that a threshold has been reached or that something has changed
Correct Answers: D

60. Which is NOT a purpose of Service Transition?

A: Ensure that a service can be managed, operated and supported.

B: Provide training and certification in project management.

C: Provide quality knowledge of Change, Release and Deployment Mgmt.

D: Plan and manage the capacity and resource requirements to manage a release.

Correct Answers: B

61. The term 'Service Management' is best used to describe?

A: A set of specialised organisational capabilities for providing value to customers in the form of services

B: A set of specialised organisational capabilities for providing functions to customers in the form of services

C: The management of functions within an organisation to perform certain activities

D: Units of organisations with roles to perform certain activities

Correct Answers: A

62. Which of the following sentences BEST describes a Standard Change?

A: A change to the service provider's established policies and guidelines

B: A change that correctly follows the required change process

C: A pre-authorised change that has an accepted and established procedure

D: A change that is made as the result of an audit

Correct Answers: C

63. Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

A: The Request Fulfilment Process Manager

B: The Request Fulfilment Process Owner

C: The Service Manager

D: The Service Desk Manager

Correct Answers: B

64. Which of the following is NOT an objective of Problem Management?

A: Minimising the impact of Incidents that cannot be prevented

B: Preventing Problems and resulting Incidents from happening

C: Eliminating recurring Incidents

D: Restoring normal service operation as quickly as possible and minimising adverse impact on the business

Correct Answers: D

65. Which of the following statements about processes is INCORRECT?

A: A process may define policies, standards and guidelines
B: The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
C: The objective of any IT process should be expressed in terms of business benefits and goals
D: The output from a process has to conform to operational norms derived from business objectives
Correct Answers: B

66. How is the Service Catalogue used to add value to the service provider organisation?

A: Showing the business impact of a change
B: Displaying the relationships between configuration items
C: Providing a central source of information on the IT services delivered
D: To predict the root cause of issues in the IT infrastructure
Correct Answers: C

67. The MAIN purpose of the Service Portfolio is to describe services in terms of?

A: Service Level Requirements
B: Functionality
C: Business Value
D: IT Assets
Correct Answers: C

68. The group that authorizes changes that must be installed faster than the normal process is called the?

A: CAB Emergency Committee (CAB/EC)
B: Emergency CAB (ECAB)
C: Urgent Change Board (UCB)
D: Urgent Change Authority (UCA)
Correct Answers: B

69. Which of the following would NOT be a task carried out by the Request Fulfilment process?

A: The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
B: Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
C: Provision of information to users and customers about the availability of

services and the procedure for obtaining them

D: Provision of information used to compare actual performance against design standards

Correct Answers: D

70. Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analysed from which other area of the lifecycle in order to answer the question "Did we get there?"?

A: Service Design

B: Service Strategy

C: Service Transition

D: Service Operation

Correct Answers: D

71. A Service Level Agreement is?

A: The part of a contract that specifies responsibilities of each party

B: An agreement between the Service Provider and an internal organisation

C: An agreement between a Service Provider and an external supplier

D: An agreement between the Service Provider and their customer

Correct Answers: D

72. Which of the following combinations covers all the roles in Service Asset and Configuration Management?

A: Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

B: Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager

C: Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator

D: Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator

Correct Answers: C

73. Removing or restricting rights to use an IT Service is the responsibility of which process?

A: Incident Management

B: Access Management

C: Change Management

D: Request Fulfilment

Correct Answers: B

74. Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

A: Service Portfolio Management
B: Service Level Management
C: Component Capacity Management
D: Demand Management

Correct Answers: D

75. Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A: Produce and maintain all necessary Service Transition packages
B: Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organisation
C: Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
D: Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answers: A

76. Which of the following BEST describes a 'Major Incident'?

A: An Incident that is so complex that it requires root cause analysis before any workaround can be found
B: An Incident which requires a large number of people to resolve
C: An Incident that is so complex that the Service Desk takes longer than five times the normal time to log it
D: An Incident which has a high impact on the business

Correct Answers: D

77. What is a RACI model used for?

A: Performance analysis
B: Recording Configuration Items
C: Monitoring services
D: Defining roles and responsibilities

Correct Answers: D

78. The BEST description of the purpose of Service Operation is?

A: To decide how IT will engage with suppliers during the Service Management Lifecycle

B: To proactively prevent all outages to IT Services

C: To design and build processes that will meet business needs

D: To deliver and support IT Services at agreed levels to business users and customers

Correct Answers: D

79. Which of these is NOT a responsibility of Application Management?

A: Ensuring that the correct skills are available to manage the infrastructure

B: Assisting in the design of the application

C: Providing guidance to IT Operations about how best to manage the application

D: Deciding whether to buy or build an application

Correct Answers: A

80. Service Acceptance criteria are used to?

A: Ensure the design stage of the Lifecycle

B: Ensure delivery and support of a service

C: Ensure service Key Performance Indicators (KPIs) are reported

D: Ensure Portfolio Management is in place

Correct Answers: B

81. Which is the first step in the 7 Step Improvement Process?

A: Prepare for action

B: Define what you should measure

C: Where are we now?

D: Identify gaps in Service Level Agreement (SLA) achievement

Correct Answers: B

82. Which role would you MOST expect to be involved in the management of Underpinning Contracts?

A: Process Manager

B: Service Catalogue Manager

C: Supplier Manager

D: IT Designer/Architect

Correct Answers: C

83. "Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services". These specialised

organisational capabilities include which of the following?

A: Applications and Infrastructure
B: Functions and Processes
C: People, products and technology
D: Markets and Customers
Correct Answers: B

84. Which of the following statements BEST describes a Definitive Media Library (DML)?

A: A secure location where definitive hardware spares are held
B: A secure library where definitive authorised versions of all media Configuration Items (CIs) are stored and protected
C: A secure electronic library that contains all copies of software and licences
D: A secure library where definitive authorised versions of all software and back-ups are stored and protected
Correct Answers: B

85. Which of the following statements is CORRECT?

A: The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)
B: The Service Knowledge Management System (SKMS) is part of the CMS
C: The KEDB and the CMS form part of the larger SKMS
D: The CMS is part of the Configuration Management Data Base (CMDB)
Correct Answers: C

86. Which process is responsible for frequently occurring changes where risk and cost are low?

A: Access management
B: Incident Management
C: Release and Deployment Management
D: Request fulfilment
Correct Answers: D

87. Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

A: 1 only
B: 2 only
C: 3 only
D: All of the above
Correct Answers: D

88. Which of the following is NOT the responsibility of the Service Catalogue Manager?

A: Ensuring that information in the Service Catalogue is accurate
B: Ensuring that information within the Service Pipeline is accurate
C: Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
D: Ensuring that all operational services are recorded in the Service Catalogue
Correct Answers: B

89. Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

A: The Request Fulfilment Process Manager
B: The Request Fulfilment Process Owner
C: The Service Manager
D: The Service Desk Manager
Correct Answers: B

90. Which process is responsible for discussing reports with customers showing whether services have met their targets?

A: Continual Service Improvement
B: Business Relationship Management
C: Service Level Management
D: Availability Management
Correct Answers: C

91. Which is the correct combination of Service Management terms across the Lifecycle?

1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

A: 1B, 2C, 3D, 4A
B: 1C, 2D, 3A, 4B
C: 1C, 2B, 3A, 4D
D: 1A, 2B, 3C, 4D

Correct Answers: C

92. What is a RACI model used for?

A: Performance analysis
B: Recording Configuration Items
C: Monitoring services
D: Defining roles and responsibilities
Correct Answers: D

93. Which of the following sentences BEST describes a Standard Change?

A: A change to the service provider's established policies and guidelines
B: A change that correctly follows the required change process
C: A pre-authorised change that has an accepted and established procedure
D: A change that is made as the result of an audit
Correct Answers: C

94. To add value to the business, what are the four reasons to monitor and measure?

A: Validate; Direct; Justify; Intervene
B: Validate; Direct; Justify; Improve
C: Evaluate; Direct; Justify; Improve
D: Evaluate; Diagnose; Justify; Intervene
Correct Answers: A

95. Which of the following is the BEST definition of an Incident?

A: A warning that a threshold has been reached, something has changed, or a failure has occurred
B: An unplanned interruption to an IT service or reduction in the quality of an IT service
C: A change of state which has significance for the management of a Configuration Item or IT Service
D: Loss of ability to operate to specification, or to deliver the required output
Correct Answers: B

96. Which of the following statements is CORRECT for every process?

1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

A: Both of the above
B: 1 only

C: Neither of the above

D: 2 only

Correct Answers: B

97. Effective release and deployment management enables the service provider to add value to the business by?

A: Delivering change, faster and at optimum cost and minimized risk

B: Ensuring that all assets are accounted for

C: Verifying the accuracy of all items in the configuration management database

D: Ensures that the fastest servers are purchased

Correct Answers: A

98. How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

A: There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement

B: Each stage should be carried out once in the order Plan-Do-Check-Act

C: The entire cycle should be repeated multiple times to implement Continual Improvement

D: There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

Correct Answers: C

99. Which of the following CANNOT be stored and managed by a tool?

A: Knowledge

B: Information

C: Wisdom

D: Data

Correct Answers: C

100. Which of the following is NOT a valid objective of Request Fulfilment?

A: To provide information to users about what services are available and how to request them

B: To update the Service Catalogue 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

Correct Answers: B

101. Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A: Produce and maintain all necessary Service Transition packages
B: Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organisation
C: Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
D: Measuring the effectiveness and efficiency of Service Design and the supporting processes
Correct Answers: A

102. Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

A: 1 only
B: 2 only
C: Both of the above
D: Neither of the above
Correct Answers: B

103. Which of the following is NOT an aim of the Change Management process?

A: Overall business risk is optimised
B: Standardised methods and procedures are used for efficient and prompt handling of all Changes
C: All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system
D: All budgets and expenditures are accounted for
Correct Answers: D

104. Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

A: Extreme focus on responsiveness
B: Extreme focus on cost
C: Vendor focused
D: Extreme internal focus
Correct Answers: D

105. Which of these statements about Service Desk staff is CORRECT?

A: The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimise salaries
B: Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
C: The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
D: Service Desk staff should be recruited from people who have high levels of technical skill to minimise the cost of training them
Correct Answers: C

106. In many organisations the role of Incident Manager is assigned to the Service Desk.

It is important that the Incident Manager is given the authority to:

A: Only manage Incidents effectively through the 1st line
B: Manage Incidents effectively through 1st, 2nd and 3rd line
C: Only manage Incidents effectively through 1st and 2nd line
D: Only manage Incidents effectively at the 3rd line
Correct Answers: B

107. What is the definition of an Alert?

A: An audit report that indicates areas where IT is not performing according to agreed procedures
B: A type of Incident
C: An error message to the user of an application
D: A warning that a threshold has been reached or that something has changed
Correct Answers: D

108. Contracts relating to an outsourced Data Centre would be managed by?

A: Technical Management
B: Service Desk
C: IT Operations Control
D: Facilities Management
Correct Answers: D

109. Which of the following statements is INCORRECT?

A: The Service Knowledge Management System (SKMS) includes Configuration Management

Databases (CMDB)

B: The SKMS can include user skill levels

C: The SKMS is part of the Configuration Management System (CMS)

D: The SKMS can include data on the performance of the organization

Correct Answers: C

110. The BEST description of the purpose of Service Operation is?

A: To decide how IT will engage with suppliers during the Service Management
Lifecycle

B: To proactively prevent all outages to IT Services

C: To design and build processes that will meet business needs

D: To deliver and support IT Services at agreed levels to business users and
customers

Correct Answers: D

111. Service Assets are used to create value. Which of the following are the MAJOR
types of Service Asset?

A: Utility and Warranty

B: Services and Infrastructure

C: Resources and Capabilities

D: Applications and Infrastructure

Correct Answers: C

112. Which of the following is NOT one of the five individual aspects of Service
Design?

A: The design of the Service Portfolio, including the Service Catalogue

B: The design of new or changed services

C: The design of Market Spaces

D: The design of the technology architecture and management systems

Correct Answers: C

113. Which Service Design process makes the most use of data supplied by Demand
Management?

A: Service Catalogue Management

B: Service Level Management

C: IT Service Continuity Management

D: Capacity Management

Correct Answers: D

114. 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 Provider
Correct Answers: D

115. The group that authorizes changes that must be installed faster than the normal process is called the?

A: CAB Emergency Committee (CAB/EC)
B: Emergency CAB (ECAB)
C: Urgent Change Board (UCB)
D: Urgent Change Authority (UCA)
Correct Answers: B

116. In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

A: Service Strategy
B: Service Design
C: Service Transition
D: Service Operation
Correct Answers: B

117. Application Management plays a role in all applications. One of the key decisions to which they contribute is?

A: Where the vendor of an application is located
B: Whether to buy an application or build it
C: Who the vendor of the storage devices will be
D: Should application development be outsourced
Correct Answers: B

118. Which of the following statements about processes is INCORRECT?

A: A process may define policies, standards and guidelines
B: The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
C: The objective of any IT process should be expressed in terms of business benefits and goals
D: The output from a process has to conform to operational norms derived from

business objectives

Correct Answers: B

119. Which of the following is NOT a characteristic of a process?

A: It is measurable
B: Delivers specific results
C: Responds to specific events
D: A method of structuring an organisation
Correct Answers: D

120. What is the entry point or the first level of the V model?

A: Service Requirements
B: Customer / Business Needs
C: Service Solution
D: Service Release
Correct Answers: B