Examworks - EXIN-Inc ITIL Foundation v.3

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EXIN-Inc
ex0-101
ITIL Foundation v.3

120 Q&A

Version 3.0

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(Cracked by Conan)

Exam A

QUESTION 1

Which of these would fall outside the scope of a typical service change management process

A. A change to a contract with a supplier
B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
C. An urgent need to replace a CPU to restore a service during an incident
D. A change to a business process that depends on IT Services

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 2

What are Request Models used for?

A. Capacity Management
B. Modelling arrival rates and performance characteristics of service requests
C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
D. Identifying frequently received user requests and defining how they should be handled

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 3

Planning and managing the resources required to deploy a release into production is a purpose of which part of the Service Lifecycle?

A. Service Operation
B. Service Strategy
C. Service Transition
D. Continual Service Improvement

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 4

Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

A. People, Process, Partners, Suppliers

B. People, Process, Products, Technology
C. People, Process, Products, Partners
D. People, Products, Technology, Partners

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 5

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

A. Early Life Support
B. Service Test Manager
C. Evaluation
D. Release Packaging and Build Manager

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 6

What would be the next step in the Continual Service Improvement (CSI) Model after: 1. What is the vision? 2. Where are we now? 3. Where do we want to be? 4. How do we get there? 5. Did we get there? 6. ?

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)?

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 7

As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types? 1. An internal service provider embedded within a business unit 2. An internal service provider that provides shared IT services 3. An external service provider

A. All of the above
B. 1 and 2 only
C. 1 and 3 only
D. 2 and 3 only

Answer: A

QUESTION 8

Which stage of the Change Management process deals with what should be done if the change is unsuccessful?

A. Remediation Planning
B. Categorization
C. Prioritization
D. Review and Close

Answer: A

QUESTION 9

Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

A. Continual Service Improvement
B. Service Transition
C. Service Design
D. Service Operation

Answer: D

QUESTION 10

How many people should be accountable for a process as defined in the RACI model?

A. As many as necessary to complete the activity
B. Only one - the process owner
C. Two - the process owner and the process enactor
D. Only one - the process architect

Answer: B

QUESTION 11

A Know Error has been raised after diagnosis of a Problem was complete but before a workaround has

been found. Is this a valid approach?

A. Yes
B. No, the workaround must be found before a Known Error is created
C. No, a Known Error can only be raised after the permanent resolution has been implemented
D. No, a Known Error must be raised at the same time as a problem

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 12

Which of the following is NOT a valid objective of Problem Management?

A. To prevent Problems and their resultant Incidents
B. To manage Problems throughout their lifecycle
C. To restore service to a user
D. To eliminate recurring Incidents

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 13

Which of the following options is a hierarchy that is used in Knowledge Management?

A. Wisdom - Information - Data - Knowledge
B. Data - Information - Knowledge - Wisdom
C. Knowledge - Wisdom - Information - Data
D. Information - Data - Knowledge - Wisdom

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 14

Which of the following is MOST concerned with the design of new or changed services?

A. Change Management
B. Service Transition
C. Service Strategy
D. Service Design

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 15

Which of the following might be used to manage an Incident? 1. Incident Model 2. Known Error Record

A. 1 only
B. 2 only
C. Both of the above
D. Neither of the above

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 16

IT Service Continuity strategy should be based on: 1: Design of the service technology 2: Business continuity strategy 3: Business Impact Analysis 4: Risk assessment

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

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 17

Availability Management is responsible for availability of the:

A. Services and Components
B. Services and Business Processes
C. Components and Business Processes
D. Services, Components and Business Processes

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 18

Which of the following is the BEST definition of the term Service Management?

A. A set of specialised organizational capabilities for providing value to customers in the form of services

B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
C. The management of functions within an organization to perform certain activities
D. Units of organizations with roles to perform certain activities

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 19

Which Functions are included in IT Operations Management?

A. Network Management and Application Management
B. Technical Management and Change Management
C. IT Operations Control and Facilities Management
D. Facilities Management and Release Management

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 20

What is the objective of Access Management?

A. To provide security staff for Data Centers and other buildings
B. To manage access to computer rooms and other secure locations
C. To manage access to the Service Desk
D. To manage the right to use a service or group of services

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 21

Which of the following BEST describes a Change Authority?

A. The Change Advisory Board
B. A person that provides formal authorisation for a particular type of change.
C. A role, person or a group of people that provides formal authorisation for a particular type of change.
D. The Change Manager who provides formal authorisation for each change

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 22

In which document would you expect to see an overview of actual service achievements against targets?

A. Operational Level Agreement (OLA)
B. Capacity Plan
C. Service Level Agreement (SLA)
D. SLA Monitoring Chart (SLAM)

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 23

A single Release unit, or a structured set of Release units can be defined within:

A. The RACI Model
B. A Release Package
C. A Request Model
D. The Plan, Do, Check, Act (PDCA) cycle

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 24

Which of the following would a Major Problem Review examine? 1. Things that were done correctly 2. Those things that were done incorrectly 3. How to prevent recurrence 4. What could be done better in the future

A. 1 only
B. 2 and 3 only
C. 1, 2 and 4 only
D. All of the above

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 25

Contracts are used to define:

A. The provision of IT services or business services by a Service Provider
B. The provision of goods and services by Suppliers

C. Service Levels that have been agreed between the Service Provider and their Customer.
D. Metrics and Critical Success Factors (CSFs) in an external agreement

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 26

Which role is accountable for a specific service within an organization?

A. The Service Level Manager
B. The Business Relationship Manager
C. The Service Owner
D. The Service Continuity Manager

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 27

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

A. The Asset Register
B. The Service Knowledge Management System
C. The Known Error Database
D. The Information Management System

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 28

Why are public frameworks and standards (such as ITIL) attractive when compared to proprietary knowledge?

A. Proprietary Knowledge is difficult to adopt, replicate or transfer since it is often undocumented
B. Public standards are always cheaper to adopt
C. Public frameworks are prescriptive and tell you exactly what to do
D. Proprietary knowledge has been tested in a wide range of environments

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 29

Which of the following is NOT a purpose of Service Transition?

A. To ensure that a service can be managed, operated and supported
B. To provide training and certification in project management
C. To provide quality knowledge of Change, Release and Deployment Management
D. To plan and manage the capacity and resource requirements to manage a release

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 30

Which of these is the correct set of steps for the Continual Service Improvement Model?

A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually Improve
B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?
C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 31

A Service Level Agreement (SLA) is:

A. The part of a contract that specifies responsibilities of each party
B. An agreement between the Service Provider and an internal organization
C. An agreement between a Service Provider and an external supplier
D. An agreement between the Service Provider and their customer

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 32

Which process will regularly analyze incident data to identify discernable trends?

A. Service Level Management

B. Problem Management

C. Change Management

D. Event Management

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 33

Customer perceptions and business outcomes help to define what?

A. The value of a service

B. Customer satisfaction

C. Total cost of ownership

D. Key performance indicators

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 34

In the phrase "People, Processes, Products and Partners". Products refers to:

A. IT Infrastructure and Applications

B. Services, technology and tools

C. Goods provided by third parties to support the IT Services

D. All assets belonging to the Service Provider

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 35

Which of the following are the two primary elements that create value for customers?

A. Value on Investment (VOI), Return on Investment (ROI)

B. Customer and User satisfaction

C. Understanding Service Requirements and Warranty

D. Utility and Warranty

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 36

Which process is responsible for monitoring an IT Service and detecting when the performance drops below acceptable limits?

A. Service Asset and Configuration Management
B. Event Management
C. Service Level Management
D. Performance Management

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 37

Match the following activities with the Deming Cycle stages 1. Monitor, Measure and Review 2. Continual Improvement 3. Implement Initiatives 4. Plan for Improvement

A. 1 Plan, 2 Do, 3 Check, 4 Act
B. 3 Plan, 2 Do, 4 Check, 1 Act
C. 4 Plan, 3 Do, 1 Check, 2 Act
D. 2 Plan, 3 Do, 4 Check, 1 Act

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 38

Which statement about the Emergency Change Advisory Board (ECAB) is CORRECT?

A. The ECAB considers every high priority Request for Change
B. Amongst the duties of the ECAB is the review of completed emergency changes
C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
D. The ECAB will be chaired by the IT Director

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 39

Which of the following should NOT be a concern of Risk Management?

A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
B. To ensure that the workplace is a safe environment for its employees and customers

C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
D. To ensure only the change requests with mitigated risks are approved for implementation

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 40

Which process is responsible for managing relationships with vendors?

A. Change Management
B. Service Portfolio Management
C. Supplier Management
D. Continual Service Improvement

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 41

Identity and Rights are two major concepts involved in which one of the following processes?

A. Access Management
B. Facilities Management
C. Event Management
D. Demand Management

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 42

Which of the following is the BEST description of a relationship in Service Asset and Configuration Management?

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

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 43

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

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 44

Which of the following statements is CORRECT?

A. The Configuration Management System is part of the Known Error Data Base
B. The Service Knowledge Management System is part of the Configuration Management System
C. The Configuration Management System is part of the Service Knowledge Management system
D. The Configuration Management System is part of the Configuration Management Database

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 45

Which role 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

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 46

The information that is passed to Service Transition to enable them to implement a new service is called:

A. A Service Level Package
B. A Service Transition Package
C. A Service Design Package
D. A New Service Package

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 47

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 database that contains definitions of all media CIs
D. A secure library where definitive authorised versions of all software and back-ups are stored and protected

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 48

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

A. Service level requests
B. Changes and Releases
C. Password resets
D. Incidents and Problems

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 49

Which of the following should be done when closing an incident? 1. Check the incident categorization and correct it if necessary 2. Check that user is satisfied with the outcome

A. 1 only
B. Both of the above
C. 2 only
D. Neither of the above

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 50

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 organization

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 51

Which of the following is concerned with fairness and transparency?

A. Capacity Management
B. Governance
C. Service Strategy
D. Service Level Management

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 52

What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers
B. Reporting intervals should be set by the Service Provider
C. Reports should be produced weekly
D. Service reporting intervals must be the same for all services

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 53

Which of the following does the Availability Management process include? 1. Ensuring services are able to meet availability targets 2. Monitoring and reporting actual availability 3. Improvement activities, to ensure that services continue to meet or exceed their availability goals

A. 1 only
B. All of the above
C. 1 and 2 only

D. 1 and 3 only

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 54

The MAIN objective of Service Level Management is:

A. To carry out the Service Operations activities needed to support current IT services
B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
C. To create and populate a Service Catalogue
D. To ensure that an agreed level of IT service is provided for all current IT services

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 55

Which of the following are Service Desk organizational 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

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 56

Where would you expect incident resolution targets to be documented?

A. A Service Level Agreement(SLA)
B. A Request for Change(RFC)
C. The Service Portfolio
D. A Service Description

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 57

Which of the following are types of communication you could expect the functions within Service Operation to perform? 1. Communication between Data Centre shifts 2. Communication related to changes 3. Performance reporting 4. Routine operational communication

A. 1 only
B. 2 and 3 only
C. 1, 2 and 4 only
D. All of the above

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 58

Data used to support the capacity management process should be stored in:

A. A configuration management database (CMDB)
B. A capacity database (CDB)
C. A configuration management system (CMS)
D. A capacity management information system (CMIS)

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 59

Which of the following is NOT a benefit of using public frameworks and standards?

A. Knowledge of public frameworks is more likely to be widely distributed
B. They are always free ensuring they can be implemented quickly
C. They are validated across a wide range of environments making them more robust
D. They make collaboration between organizations easier by giving a common language

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 60

Which of the following is the BEST description of a Service-based Service Level Agreement (SLA)?

A. An agreement with an individual customer group, covering all the services that they use
B. An agreement that covers one service for a single customer
C. An agreement that covers service specific issues in a multi-level SLA structure
D. An agreement that covers one service for all users of that service

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 61

What are the categories of event described in the ITIL Service Operation book?

A. Informational, Scheduled, Normal
B. Scheduled, Unscheduled, Emergency
C. Informational, Warning, Exception
D. Warning, Reactive, Proactive

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 62

Which of the following CANNOT be provided by a tool?

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

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 63

Which of the following functions would be responsible for management of a data centre?

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

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 64

Which Functions are included in IT Operations Management?

A. Network Management and Application Management
B. Technical Management and Change Management
C. IT Operations Control and Facilities Management
D. Facilities Management and Release Management

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 65

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

A. Categorization
B. Logging
C. Prioritization
D. Closure

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 66

What are the publications that provide guidance specific to industry sectors and organization types known as?

A. The Service Strategy and Service Transition books
B. The ITIL Complementary Guidance
C. The Service Support and Service Delivery books
D. Pocket Guides

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 67

Which of the following might be used to manage an Incident? 1. Incident Model 2. Known Error Record

A. 1 only
B. 2 only
C. Both of the above
D. Neither of the above

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 68

Which process lists "Understanding patterns of business activity" as a major role?

A. Demand Management
B. Supplier Management
C. Service Desk
D. Request Fulfilment

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 69

A consultant has made two recommendations to you in a report: 1. To include legal terminology in your Service Level Agreements(SLAs) 2. It is not necessary to be able to measure all the targets in an SLA Which of the recommendations conform to Service Level Management good practice?

A. 1 only
B. 2 only
C. Both of the above
D. Neither of the above

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 70

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

A. Service Level Management
B. Problem Management
C. Change Management
D. Event Management

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 71

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

A. Service Design
B. Service Transition
C. Service Strategy
D. Service Operation

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 72

Which model delivers a view of the services, assets and infrastructure?

A. Incident Model
B. Problem Model
C. Configuration Model
D. Change Model

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 73

Consider the following list: 1. Change Authority 2. Change Manager 3. Change Advisory Board (CAB) What are these BEST described as?

A. Job descriptions
B. Functions
C. Teams
D. Roles, people or groups

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 74

Which process is responsible for low risk, frequently occurring, low cost changes?

A. Demand Management
B. Incident Management
C. Release and Deployment Management
D. Request Fulfilment

Answer: D
Section: (none)

QUESTION 75

What type of improvement should be achieved by using the Deming Cycle?

A. Rapid, one-off improvement
B. Return on investment within 12 months
C. Quick wins
D. Steady, ongoing improvement

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 76

One of the five major aspects of Service Design is the design of service solutions. Which of the following does this include?

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

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 77

Which of the following statements BEST describes the aims of Release and Deployment Management?

A. To build, test and deliver the capability to provide the services specified by Service Design and that will accomplish the stakeholders requirements and deliver the intended objectives
B. To ensure that each Release package specified by Service Design consists of a set of related assets and service components that are compatible with each other
C. To ensure that all Release and Deployment packages can be tracked, installed, tested, verified and/or uninstalled or backed out if appropriate
D. To record and manage deviations, risks and issues related to the new or changed service

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 78

Who is responsible for defining Key Performance Indicators (KPIs) for Change Management?

A. The Change Management Process Owner
B. The Change Advisory Board (CAB)
C. The Service Owner
D. The Continual Service Improvement Manager

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 79

The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

A. The utility of a service
B. The warranty of a service
C. The economic value of a service
D. Return on investment

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 80

With which process is Problem Management likely to share categorization and impact coding systems?

A. Incident Management
B. Service Asset and Configuration Management
C. Capacity Management
D. IT Service Continuity

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 81

Which of the following statements is CORRECT?

A. Process owners are more important to service management than service owners
B. Service owners are more important to service management than process owners
C. Service owners are as important to service management as process owners
D. Process owners and service owners are not required within the same organization

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 82

Access Management is closely related to which other processes?

A. Availability Management only
B. Information Security Management and 3rd line support
C. Information Security Management and Availability Management
D. Information Security Management only

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 83

The BEST definition of an Incident is:

A. An unplanned disruption of service unless there is a backup to that service
B. An unplanned interruption or reduction in the quality of an IT Service
C. Any disruption to service whether planned or unplanned
D. Any disruption to service that is reported to the Service Desk, regardless of whether the service is impacted or not

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 84

Service Transition contains detailed descriptions of which processes?

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 Fulfilment

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 85

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

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 86

A Know Error has been raised after diagnosis of a Problem was complete but before a workaround has been found. Is this a valid approach?

A. Yes
B. No, the workaround must be found before a Known Error is created
C. No, a Known Error can only be raised after the permanent resolution has been implemented
D. No, a Known Error must be raised at the same time as a problem

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 87

The Supplier Management process includes: 1: Service Design activities, to ensure that contracts will be able to support the service requirements 2: Service Operation activities, to monitor and report supplier achievements 3: Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

A. 1 and 2 only
B. 1 only
C. All of the above
D. 1 and 3 only

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 88

Which of the following are aspects of Service Design? 1. Architectures 2. Technology 3. Service Management processes 4. Metrics

A. 1 only
B. 2 and 3 only
C. 1, 2 and 4 only

D. All of the above

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 89

Which processes review Underpinning Contracts on a regular basis?

A. Supplier Management and Service Level Management
B. Supplier Management and Demand Management
C. Demand Management and Service Level Management
D. Supplier Management, Demand Management and Service Level Management

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 90

In the Continual Service Improvement (CSI) model, the stage 'How do we get there?' is underpinned by which set of activities?

A. Baseline assessments
B. Service and process improvements
C. Taking measurements and recording metrics
D. Setting measurement targets

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 91

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

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 92

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
D. Service Catalogue and Service Portfolio are different names for the same thing

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 93

Which of these statements about Resources and Capabilities is CORRECT?

A. Resources are types of Service Asset and Capabilities are not
B. Resources and Capabilities are both types of Service Asset
C. Capabilities are types of Service Asset and Resources are not
D. Neither Capabilities nor Resources are types of Service Asset

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 94

Which phase of the ITIL lifecycle provides the following benefit: 'The Total Cost of Ownership (TCO) of a service can be minimised if all aspects of the service, the processes and the technology are considered during development'?

A. Service Design
B. Service Strategy
C. Service Operation
D. Continual Service Improvement

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 95

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

A. Service Operation
B. Service Transition
C. Continual Service Improvement
D. Service Strategy

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 96

A Service Design Package should be produced for which of the following? 1. A new IT service 2. A major change to an IT service 3. An Emergency Change to an IT service 4. An IT service retirement

A. 1, 2 and 3 only
B. 1, 2 and 4 only
C. 1, 3 and 4 only
D. All of the above

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 97

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

A. Service Transition
B. Risk Management
C. IT Service Continuity Management
D. Availability Management

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 98

Which of the following statements correctly states the relationship between urgency, priority and impact?

A. Impact, priority and urgency are independent of each other
B. Urgency should be based on impact and priority
C. Impact should be based on urgency and priority
D. Priority should be based on impact and urgency

Answer: D

QUESTION 99

A process owner is responsible for which of the following? 1. Documenting the process 2. Defining process Key Performance Indicators (KPIs) 3. Improving the process 4. Ensuring process staff undertake the required training

A. 1, 3 and 4 only
B. All of the above
C. 1, 2 and 3 only
D. 1, 2 and 4 only

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 100

Within Service Design, what is the key output handed over to Service Transition?

A. Measurement, methods and metrics
B. Service Design Package
C. Service Portfolio Design
D. Process definitions

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 101

Which of the following is NOT a Service Desk type recognised in the Service Operation volume of ITIL?

A. Local
B. Centralised
C. Holistic
D. Virtual

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 102

Where should details of a Workaround always be documented?

A. The Service Level Agreement (SLA)
B. The Problem Record
C. The Availability Management Information System
D. The IT Service Continuity Plan

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 103

Which of the following statements is CORRECT?

A. Process owners are more important to service management than service owners
B. Service owners are more important to service management than process owners
C. Service owners are as important to service management as process owners
D. Process owners and service owners are not required within the same organization

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 104

Which of the following is the BEST description of a Service-based Service Level Agreement(SLA)?

A. The SLA covers one service, for all the customers of that service
B. The SLA covers an individual customer group for all services they use
C. An SLA that covers all customers for all services
D. An SLA for a service with no customers

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 105

In which of the following situations should a Problem Record be created?

A. An event indicates that a redundant network segment has failed but it has not impacted any users
B. An Incident is passed to second-level support
C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents
D. Incident Management has found a workaround but needs some assistance in implementing it

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 106

Which of the following activities are responsibilities of a Supplier Manager? 1. Negotiating and agreeing Contracts 2. Updating the Supplier and Contract database 3. Planning for possible closure, renewal or extension of contracts 4. Managing relationships with internal suppliers

A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. None of the above

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 107

Which of the following is the BEST description of a relationship in Service Asset and Configuration Management?

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

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 108

Which process is responsible for sourcing and delivering components of requested standard services?

A. Request Fulfilment
B. Service Portfolio Management
C. Service Desk
D. IT Finance

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 109

What is the BEST description of a Major Incident?

A. An Incident that is so complex that it requires root cause analysis before a workaround can be found

B. An Incident which requires a large number of people to resolve
C. An Incident logged by a senior manager
D. An Incident which has a high priority or high impact on the business

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 110

When should tests for a new service be designed?

A. At the same time as the service is designed
B. After the service has been designed, before the service is handed over to Service Transition
C. As part of Service Transition
D. Before the service is designed

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 111

Which of the following is the BEST definition of an Event?

A. Any detectable or discernable occurrence that has significance for the management of the IT infrastructure
B. An unplanned interruption to an IT service
C. The unknown cause of one or more Incidents
D. Reducing or eliminating the cause of an Incident or Problem

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 112

Defining the processes needed to operate a new service is part of:

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

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 113

Which of the following Availability Management activities are considered to be proactive as opposed to reactive? 1. Risk assessment 2. Testing of resilience mechanisms 3. Monitoring of component availability

A. All of the above
B. 1 and 2 only
C. 1 and 3 only
D. 2 and 3 only

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 114

What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

A. Return On Investment (ROI), Value On Investment (VOI), quality
B. Strategic, tactical and operational
C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities
D. Technology, process and service

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 115

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

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 116

Which of the following activities are helped by recording relationships between Configuration Items (CIs)? 1. Assessing the impact and cause of Incidents and Problems 2. Assessing the impact of proposed Changes 3. Planning and designing a Change to an existing service 4. Planning a technology refresh or software upgrade

A. 1 and 2 only
B. All of the above
C. 1, 2 and 4 only
D. 1, 3 and 4 only

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 117

Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

A. The Service Level Manager
B. The Configuration Manager
C. The Change Manager
D. The Information Security Manager

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 118

What are the two major processes in Problem Management?

A. Technical and Service
B. Resource and Proactive
C. Reactive and Technical
D. Proactive and Reactive

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 119

Which phase of the ITIL lifecycle provides the following benefit: 'The Total Cost of Ownership (TCO) of a service can be minimised if all aspects of the service, the processes and the technology are considered during development'?

A. Service Design
B. Service Strategy
C. Service Operation
D. Continual Service Improvement

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 120

Which of the following statements about processes is INCORRECT?

A. They are units of organizations designed to perform certain types of work
B. We must be able to measure them in a relevant manner
C. They deliver specific results
D. They respond to specific events

Answer: A
Section: (none)

Explanation/Reference: