	ITIL Final Test
	Max Mark: 40 Max Time: 45min

Name: **Department:**

1. Service Value is defined in terms of
   a. Service utility and fitness for use
   b. Service utility and availability
   c. **Service utility and Warranty**
   d. Service utility and capacity

2. An organization providing knowledge process outsourcing to multiple customers abroad is classified according to ITIL as
   a. Type I service provider
   b. Type II service provider
   c. **Type III service provider**
   d. None of the above

3. Service provisioning model of services provided on the basis of how much is required by each customer and how often and at what times the customer needs them is known as
   a. Managed Service
   b. Shared Service
   c. **Utility Service**
   d. None of the above

4. Cost of ownership of a software product is
   a. Cost of the software product and warranty cost
   b. **Cost of the software product, warranty cost and operational costs**
   c. Cost of the software product, warranty cost and replacement costs
   d. Cost of the software product and training cost

5. 'Recover costs' pricing strategy is adopted for the IT service provided to
   a. Make adequate profit for IT department
   b. Make the service competitive to the service providers in the market
   c. **Pricing in such a way that IT department does not get into loss**
   d. Pricing as per the usage of consumers of IT services

6. Why NPV or IRR are used?
   a. NPV is used for preference decision
   b. **IRR is used for preference decision**
   c. NPV is used for pricing decisions
   d. IRR is used for screening decision

7. The job of Business Relationship Manager in Type II service provider organization is:
   a. Market product of the organization to overseas customers
   b. Maintaining relationship with press/ media
   c. **Establishing good relationship between consumers of IT services and the IT department**
   d. Establishing business relationship with customers who buy services of the organization

8. Service catalogue consist of
   a. Details of all IT services delivered
   b. 'a' and relationships to the business units
   c. 'b' and IT services to supporting services
   d. **'c' and IT components and CIs**

9. Database 'Locking strategy' helps in
   a. Balancing workloads and traffic
   b. Balancing disk traffic
   c. Efficient use of memory
   d. **Improving application availability**

10. Capacity can be managed by
    a. Stopping some services at certain times
    b. Limit number of customers who can use a particular service
    c. Reduce rates for non-peak times
    d. **All of the above**

11. Mean Time Between System Incidents is composed of
    a. Mean Time Between Failures
    b. **Mean Time to Rectify Failures and Mean Time Between Failures**
    c. Mean Time to Detect Failures and Mean Time to Rectify Failures
    d. Mean Time Between Failures and Mean Time Between Detection

12. Which of the following is a characteristic of every process?
    1. It is measurable
    2. Time in which it is to be performed
    3. Delivers a specific result
    4. It responds to a specific event
    5. It delivers its primary result to a customer or stakeholder
    a) 1, 2, 3 and 4 only
    b) 1, 2, 4 and 5 only
    c) **1, 3, 4 and 5 only**
    d) All of the above

13. Which of the following is NOT an example of a Service Request?

    a) A user calls the Service Desk to order a toner cartridge

    b) A user calls the Service Desk because they would like to change the functionality of an application

    c) A Manager submits a request for a new employee to be given access to an application

    d) A user logs onto an internal website to download a licensed copy of software from a list of approved options

14. What is the purpose of the Request Fulfillment Process?

    a) Dealing with Service Requests from the users

    b) Making sure all requests within an IT Organization is fulfilled

    c) Ensuring fulfillment of Change Requests

    d) Making sure the Service Level Agreement is met

15. A Service Level Package is best described as?

    a) A definite level of utility and warranty associated with a core service package

    b) A description of customer requirements used to negotiate a Service Level Agreement

    c) A description of the value that the customer wants and for which they are willing to pay

    d) A document showing the Service Levels achieved during an agreed reporting period

16. Incident Management has a value to the business by?

    a) Helping to control infrastructure cost of adding new technology

    b) Enabling users to resolve Problems

    c) Helping to align people and process for the delivery of service

    d) Contributing to the reduction of impact

17. The four stages of the Deming Cycle are?

    a) Plan, Measure, Monitor, Report

    b) Plan, Check, Re-Act, Implement

    c) Plan, Do, Act, Audit

    d) Plan, Do, Check, Act

18. What is the CORRECT order of the first four activities in the 7 Step Improvement Process?

    a) Define what you should measure, define what you can measure, gather data and process data

    b) Gather data, process data, analyze data and present data

    c) What is the vision, where are we now, what do we want to be, how do we get there?

    d) Gather data, process data, define what you should measure and define what you can measure

19. Which of the following is the most appropriate approach to carrying out Service Operations?

a) The internal IT view is most important as Service Operations has to monitor and manage the infrastructure

b) Service Operations should maintain a balance between an internal IT view and an external business view

c) The external business view is most important as Service Operations is the place where value is realized and the customer obtains the benefit of the services

d) IT Operations does not take an internal or external view as they execute processes defined by Service Design

20. Which of the following statements about the Service Desk are CORRECT?
    1. The Service Desk is a function that provides a means of communication between IT and its users for all operational issues
    2. The Service Desk is always the owner of the Incident Management process
    a) 2 only
    b) 1 only
    c) All of the above
    d) None of the above

21. In which ITIL Life Cycle Stage can you find detailed descriptions of the following?
    1. Service Portfolio Management
    2. Demand Management
    3. Financial Management
    a) Service Operations
    b) Service Strategy
    c) Service Transition
    d) Continual Service Improvement

22. Demand Management is primarily used to?
    a) Increase customer value
    b) Eliminate excess capacity needs
    c) Increase the value of IT
    d) Align business with IT cost

23. Which of the following is NOT a step in the Continual Service Improvement (CSI) model?
    a) What is the vision?
    b) Did we get there?
    c) Why we did not do it?
    d) Where are we now?

24. What is the main reason for establishing a baseline?
    a) To standardize operation
    b) For knowing the cost of services provided
    c) For roles and responsibility to be clear
    d) For later comparison

25. Which of the following is NOT an objective of Service Operation?

a) Validation Testing to ensure that services are designed to meet business needs

b) To deliver and support IT services

c) To manage the technology used to deliver services

d) To monitor the performance of technology and processes

26. Which of the following is NOT one of the ITIL Life Cycle Stages?

a) Service Optimization

b) Service Transition

c) Service Design

d) Service Strategy

27. Which of the following statements is CORRECT?

1. Only one person can be responsible for an activity

2. Only one person can be accountable for an activity

a) All of the above

b) 1 only

c) 2 only

d) None of the above

28. Which of the following are the three main types of metrics as defined in Continual Service Improvement (CSI)?

1. Process Metrics

2. Supplier Metrics

3. Service Metrics

4. Technology Metrics

5. Business Metrics

a) 1, 2 and 3

b) 2, 4 and 5

c) 1, 3 and 4

d) 1, 2 and 4

29. The priority of an Incident refers to?

a) The relative importance of the Incident based on impact and urgency

b) The speed with which the Incident needs to be resolved

c) The number of staff that will be assigned to work on the Incident so that it is resolved in time

d) The escalation path that will be followed to ensure resolution of the incident

30. The goal of Service Asset and Configuration Management is to?

a) Account for all financial assets of the organization

b) Provide a logical model of the IT infrastructure, correlating IT services and different IT components needed to deliver the services

c) Build service models to justify the ITIL implementations

d) Implement ITIL across the organization

31. Which are the missing Service Operation processes from the following?

    1. Incident Management
    2. Problem Management
    3. Access Management
    4. ?
    5. ?

    a) **Event management and Request Fulfillment**
    b) Event Management and Service Desk
    c) Facilities Management and Event Management
    d) Change Management and Service Level Management

32. The BEST definition of an event is?

    a) An occurrence where a performance threshold has been exceeded and an agreed Service Level has already been impacted
    b) **An occurrence that is significant for the management of the IT infrastructure or delivery of services**
    c) A known system defect that generates multiple incident reports
    d) A planned meeting of customers and IT staff to announce a new service or improvement program

33. Which of the following activities is Service Level Management responsible for?

    a) Design the configuration management system from a business perspective
    b) Create technology metrics to align with customer needs
    c) **Create a customer facing service catalogue**
    d) Train service desk on how to deal with customer complaints about service

34. Setting policies and objectives is the primary concern of which of the following elements of the Service Lifecycle?

    a) **Service Strategy**
    b) Service Strategy and Continual Service Improvement
    c) Service Strategy, Service Transition and Service Operation
    d) Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

35. Which of the following BEST describes the purpose of Event Management?

    a) **The ability to detect events, make sense of them and determine the appropriate control action**
    b) The ability to implement monitoring tools
    c) The ability to monitor and control the activities of technical staff
    d) The ability to report on the successful delivery of services by checking the uptime of infrastructure devices

36. Consider the following statements:
    1. CSI provides guidance on how to improve process efficiency and effectiveness
    2. CSI provides guidance on how to improve services
    3. CSI provides guidance on the improvement of all phases of the service lifecycle
    4. CSI provides guidance on the measurement of processes and services
     Which of the above statements is CORRECT?
  a) 1 and 2 only
  b) 2 only
  c) 1, 2 and 3 only
  d) All of the above

37. If an organization is able to become more proactive in its ITSM processes, what is likely to happen to support costs?
  a) They are likely to increase gradually
  b) They are likely to increase dramatically
  c) They are likely to gradually reduce
  d) They are likely to reduce initially and then gradually return to current level

38. What is the role of the Emergency Change Advisory Board (ECAB)?
  a) To assist the Change Manager in ensuring that no urgent changes are made during particularly volatile business periods
  b) To assist the Change Manager in implementing emergency changes
  c) To assist the Change Manager in evaluating emergency changes and to decide whether the change should be approved
  d) To assist the Change Manager in speeding up the emergency change process so that no unacceptable delays occur.

39. The main objective of Availability Management is?
  a) To monitor and report availability of services and components
  b) To ensure that all targets in Service Level Agreements (SLAs) are met
  c) To guarantee availability levels for services and components
  d) To ensure that service availability matches or exceeds the agreed needs of the business

40. To which ITIL process Reliability, Serviceability and Maintainability components belong to?
  a) IT Service Continuity Management
  b) Availability Management
  c) Service Level Management
  d) Problem Management