

Question	Correct Answer
Which of the following lists best describes the key attributes needed by Service Desk Staff?	Business aware; articulate; methodical; tolerant; good interpersonal skills
Which of the ITIL processes is responsible for ensuring the organisation is aware of new and changing technology?	Capacity Management
Which incidents should be logged by the Service Desk?	All incidents
What information does Configuration Management provide to the IT management of an organisation?	Details and history of the IT infrastructure
The words Delta, Full and Package describe different types of release. Which one of the following statements is true?	A Full release releases the 'normal release unit' into the live environment
Availability Management is responsible for ..... 1 understanding the reliability of components to carry out a required function under given conditions over a certain period of time 2 the ease with which maintenance of service components can be carried out 3 negotiating availability levels with customers Which of these is correct?	Only 1 & 2
Which is the correct combination of concepts and ITIL processes? 1 CI level a Availability Management 2 Disaster b Configuration Management 3 Risk Analysis c IT Service Continuity Planning 4 Confidentiality d Service Level Management	1-b, 2-c, 3-c, 4-a
A Configuration Management Database (CMDB) can contain different Configuration Items (CIs). Which of the items below would NOT normally be regarded as a CI?	A user name
In relation to IT Service Continuity Planning, the severity of a disaster depends upon:	The impact upon customers' businesses
What is the main difference between a CMDB (Configuration Management Database) and a typical asset register?	A CMDB is a database that shows the relationships between items
Application Sizing is a technique used by Capacity Management. Why is Application Sizing	The resources needed for an application and its

Important?	performance can be predicted
When can the building, testing and implementation of a change begin?	As soon as the Request for Change has been formally authorised
Which of the following statements best describes the relationship between Change Management and Configuration Management:	If Change Management is implemented without Configuration Management; the result will be less effective
In which two Service Management processes would you be most likely to use a risk analysis and management method?	Availability Management & IT Service Continuity Management
Salesmen are able to use their laptops from hotels to obtain information on travel routes and travelling times. On several occasions they have found that when a certain modem had been installed, communication was unsatisfactory. A temporary solution to this fault has been identified. Which processes other than Incident Management are involved in achieving a structural solution ?	Change, Configuration, Release & Problem Management
What is the difference between a Problem and a Known Error?	In the case of a Known Error the underlying cause of the Problem is known
Which of the following are direct advantages of entering into Service Level Agreements?	The expectations of both the IT customer and the provider should be aligned & Unambiguous measurements of service provision will be provided
Students at a college can send in their course work from their home PC via the telephone Network. They can then check the results on their PCs. A student needs an existing set of programs that can be configured for the particular course that the student is following. Which process is responsible for the correct configuring and transmission of the programs?	Release Management
Which of the following data is least likely to be used in the incident control process?	Cost of faulty item

One of the objectives of Problem Management is to minimise the impact of problems on IT Services. Which one of the following activities is NOT a responsibility of Problem Management?	Always taking charge of difficult incidents
A trend analysis of incident data indicates that over 30% of incidents regularly recur. Which of the following activities will contribute most to cutting down the percentage of regularly recurring incidents?	Implementation of the Problem Management process
Consider the following statements: 1 Customers should always be invoiced for the IT services they use 2 The only reason services are charged for is to make customers aware of the costs involved in using those services Are these statements correct?	Neither
How frequently should CAB/EC meetings be held?	As required
In Availability Management terms, what do the letters CIA stand for?	Confidentiality, Integrity and Availability
Which of the following is NOT the concern of IT Financial Management?	Reviewing IT service quality
If a customer complains that service levels are below those agreed in the SLA, apparently due to a number of related hardware incidents, who is responsible for ensuring the cause is investigated?	The Problem Manager
Which of the following statements on IT Financial Management is correct?	An IT Financial Manager identifies the costs incurred by IT and might propose prices for the services supplied
Managing service availability is now more important than ever because.....	The dependence of customers on their IT has grown
Your organisation has just entered into a Gradual Recovery IT Service Continuity agreement. Within the ITIL definition, which of the following lists is INCORRECT for what you could find at the contingency site?	A building, telecommunications equipment, a computer, support staff, documentation
Which if the following would you NOT expect to see in an IT Service Continuity Plan?	Full Service Level Agreements

Question	Correct Answer
Which of the following describes the main way in which the Service Strategy publication can assist an organization?	To develop Service Management as a strategic assist
Which of the following statements about the Service Portfolio are correct? The Service Portfolio represents the investments made by a service provider The Service Portfolio includes third party services that are part of service offerings The Service Portfolio represents the ability of a service provider to serve customers and market spaces	All of the above
At which stage of the Service Lifecycle should the processes needed to operate a new service be defined?	Service Design: Design the processes
Which Service Design process makes the most use of data supplied by Demand Management?	Capacity Management
Which of the following are objectives of Service Level Management? *1: Defining, documenting and agreeing the level of IT Services to be provided *2: Monitoring, measuring and reporting the actual level of services provided *3: Monitoring and improving customer satisfaction *4: Identifying possible future markets that the Service Provider could operate in	1, 2 and 3 only
Which process is responsible for discussing reports with customers showing whether services have met their targets?	Service Level Management
Availability Management is directly responsible for the availability of which of the following?	IT Services and Components
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	All of the above
Which process is responsible for managing relationships with vendors?	Supplier Management
Where should performance information that supports the Capacity Management process be stored?	A capacity management information system (CMIS)

Which process contains the Business, Service and Component sub-processes?	Capacity Management
IT Service Continuity strategy should be based on: 1. Design of the service metrics 2. Business continuity strategy 3. Business Impact Analysis 4. Risk assessment	2, 3 and 4 only
Which of these should a change model include? 1. The steps that should be taken to handle the change 2. Responsibilities; who should do what, including escalation 3. Timescales and thresholds for completion of the actions 4. Complaints procedures	1,2 and 3 only
Which of the following BEST describes a Change Authority?	A role, person or a group of people that provides formal authorisation for a particular type of change.
The group that reviews Changes that must be installed faster than the normal Change process is called the:	Emergency Change Advisory Board (ECAB)
Which of these would fall outside the scope of a typical service change management process?	A change to a business process
Which of the following statements BEST describes the aims of Release and Deployment Management?	To build, test and deliver the capability to provide the services specified by Service Design
Which of these activities would you expect to be performed by a Service Desk? 1. Logging details of Incidents and Service Requests 2. Providing first-line investigation and diagnosis 3. Restoring service 4. Diagnosing the root-cause of Problems	1, 2 and 3 only
Which of the following functions would be responsible for management of a data centre?	Facilities Management
Which of the following describes the main way in which the Service Strategy publication can assist an organisation?	To develop Service Management as a strategic assist
How is Financial Management applicable to the different types of service provider?	Financial Management is equally applicable to Type I, II and III service providers

Which of the following are potential benefits of analysing patterns of Business activity? 1. Service Design can optimise designs to suit Business demand patterns 2. Financial Management can approve incentives to influence demand 3. Service Operation can adjust allocation of resources and scheduling 4. Service Portfolio Management can prioritise appropriate investments	All of the above
Fitness for purpose of a service comes from which of the following?	The attributes of the service that have a positive effect on the performance of the Business
Which of the following most accurately describes the need for service providers to develop a marketing mind-set?	To look at services from the customer's perspective
It is important to distinguish between the three different types of service provider. Which of the following most accurately describes the main difference between Type I and Type II service providers? A. B. C. D.	Type I providers are internal and Type II provide shared services
From a Service Management perspective which of the following is NOT a specific risk management activity?	Financial analysis of the likely consequences of a Business action
A Business Case can be most accurately described as?	A decision support and planning tool
Which of the following statements is/are correct about IT Governance? 1. IT Governance is an integral part of enterprise governance 2. IT Governance is the responsibility of the board of directors 3. IT Governance enables organisations to benchmark processes	1 and 2 only
What is the RACI model used for?	Documenting the roles and relationships of stakeholders in a process or activity
Which ITIL process is responsible for drawing up a charging system? a) b) c) d)	Financial Management for IT Services

Correct Option	Answers
Which ITIL® process analyses threats and dependencies to IT Services as part of the decision regarding “countermeasures” to be implemented?	IT Service Continuity Management
What is the name of the activity within the Capacity Management process whose purpose is to predict the future capacity requirements of new and changed services?	Application Sizing
In which ITIL® process are negotiations held with the customer about the availability and capacity levels to be provided?	Service Level Management
Which of the following BEST describes a Virtual Service Desk structure?	A Service Desk that could be in any physical location but uses telecommunications and systems to make it appear that they are in the same location
Which of the following activities is Service Level Management responsible for?	Identifying customer needs
Which process reviews Operational Level Agreements (OLAs) on a regular basis?	Service Level Management
What is another term for Uptime?	Mean Time Between Failures (MTBF)
Which of the following is an activity of IT Service Continuity Management?	documenting the fallback arrangements
Information security must consider the following four perspectives: I. Organizational I. Physical III. Technical, and IV. ...	Procedural
Which of these statements provides the best description of the purpose of service level management?	Ensure that all current and planned IT services are delivered to agreed achievable targets
Which of these is an objective of service level management?	Define, document, agree, monitor, measure, report, and review services

Which of these statements is correct about the scope of service level management (SLM)? 1. The scope of SLM includes the performance of existing services being provided. 2. The scope of SLM includes the definition of the components that make up the services and their relationships. 3. The scope of SLM includes the definition of required service levels for planned services. 4. The scope of SLM includes the definition of the type of changes for change management.	1 and 3
Which of the following is a type of service provider as identified in the service design lifecycle stage?	Customer-based service provider
Service level requirements are related to which of the following?	Warranty
Which of the following is the correct definition of the service catalog?	A database or document with information about all live IT services
Which of the following is included in a service catalog? 1. Customer-facing services 2. Strategic services 3. Supporting services 4. Retired services	1 and 3
Which of the following statements about the service catalog is true? 1. The service catalog forms part of the service portfolio. 2. The service portfolio forms part of the service catalog. 3. There is no relationship between the service catalog and the service portfolio. 4. Customer-facing services appear in the service catalog, and supporting services appear in the service portfolio.	1 only
Availability management considers VBFs. What does VBF stand for?	Vital business functions
Who is responsible for producing evidence that the process activities have been carried out correctly, in the form of records?	Process practitioner
Which of the following is not one of the responsibilities of a service owner?	Designing the metrics for the process and ensuring that these provide the necessary information to judge the effectiveness and efficiency of the process



Who is responsible for ensuring the right numbers of staff are assigned to the various roles within the process and that they understand what is required of them?	Process manager
Which of the following is true?	There may be more than one person responsible.
Which of these statements is the best description of the purpose of the service transition lifecycle stage?	Ensure services agreed on and designed in strategy and design are delivered effectively into operation.
Which of these is a recognized "business benefit" or "value statement" for the service transition lifecycle stage? 1. Deliver changes to services with a consistent approach 2. Manage the business strategic plans 3. Control the assets of the infrastructure 4. Improve business strategy through service transformation 5. Provide increased confidence in the success of changes	1, 3, and 5
Which of these statements best reflects the purpose of change management?	To provide controlled change
Which of these is part of the scope of IT change management?	IT service changes
What is the benefit of using a change model?	It allows predefined steps to be used when handling similar types of change
Which of these is the best description of the purpose of transition planning and support process?	To provide overall planning and coordination of resources for service transition
Which of these statements about transition planning and support is/are correct? 1. Transition planning and support identifies and manages risks, in accordance with the risk management framework adopted by the organization. 2. Transition planning and support ensures that repeatable processes are adopted by all engaged in the transition.	Both
Which of these statements is not part of the purpose of the SACM process?	To manage the changes to your service assets

Question	Correct Answer
Which of the following lists best describes the key attributes needed by Service Desk Staff?	Business aware; articulate; methodical; tolerant; good interpersonal skills
A customer-based SLA structure includes	An SLA with each individual Customer group, covering all of the services they use
Which one of the following is NOT necessarily a direct benefit of implementing a formal Incident Management process?	Incident volume reduction
An IT department is seeking to set its prices to match those of external suppliers selling comparable services. Which one of the following is the best description of this approach?	Market rate
Which of the following is not an element of Availability Management?	Verification
The extent of CI information held in the CMDB should	Match the organisation's requirement for information to be held
To enable a new Service Desk management tool to be implemented, the capacity of the Service Desk servers has to be extended. Who is responsible for managing the request for additional capacity	Change Manager
Configuration Management plans should be integrated with those of	Change & Release Management
Possible problems with Change Management include:	Lack of ownership of impacted services
Which of the following would normally be included in a Capacity Plan? 1. Options 2. Management summary 3. Business workload forecasts 4. Backout plans	1, 2 and 3
Which of the following activities is NOT included in the Operational Management stage of the Continuity Management Life-cycle?	Develop Procedures and Initial Testing
Intermediate Recovery is initially concerned with which of the following time periods?	24 to 72 hours

Which of the following are likely members of the Change Advisory Board? 1 Problem Manager 2 Customer representatives 3 Change Manager 4 Senior IT technical managers	all of them
Consider the following activities: 1 The analysis of raw data 2 The identification of trends 3 The definition of Service Management processes 4 The implementation of preventive measures Which of the above should be easier after implementing a good IT Service Management software tool?	1, 2 and 4
The activity that aims to identify the potential damage or loss to an organisation resulting from disruption to critical business processes is	Business Impact Analysis
In Availability Management, what is SOA?	Service Outage Analysis
Serviceability is an element of Availability Management. How is it best defined?	The support which external suppliers can be contracted to provide for parts of the IT infrastructure
Which of the following is a type of service provider as identified in the service design lifecycle stage?	Customer-based service provider
Service level requirements are related to which of the following?	Warranty
Which of the following statements about the service catalog is true? 1. The service catalog forms part of the service portfolio. 2. The service portfolio forms part of the service catalog. 3. There is no relationship between the service catalog and the service portfolio. 4. Customer-facing services appear in the service catalog, and supporting services appear in the service portfolio.	1 only
Who is responsible for producing evidence that the process activities have been carried out correctly, in the form of records?	Process practitioner
What does RACI stand for?	Responsible, Accountable, Consulted, Informed
Which of these statements is the best description of the purpose of the service transition lifecycle stage?	Ensure services agreed on and designed in strategy and design are delivered

	effectively into operation
Which of these statements best reflects the purpose of change management?	To provide controlled change
Which of these is part of the scope of IT change management?	IT service changes
What is the benefit of using a change model?	It allows predefined steps to be used when handling similar types of change.
Which of the following is not a recognized source of IT best practices according to ITIL?	Auditors
What is an IT service made up of?	A combination of information technology, people, and processes
ITIL identifies three areas that will be used by customers in their understanding of value. Which of these is not one of them?	The service provider's preferences
To properly understand the value of a service, the IT service provider requires three pieces of information. Which of these is not one of the pieces of information?	Who designed the services

Question	Correct Answer
Which of the following is not a benefit of server virtualization technology?	More hardware
A higher server consolidation ratio means you need _____ to support your data center's servers.	Fewer host servers
Typically, you want to have _____ resource usage on your virtual host servers for maximum efficiency.	75% to 80%
In many virtual environments, _____ poses constraints in implementation.	Memory
In general, quad-core CPUs are recommended for virtual hosts because _____	Most virtualization software is licensed by the number of sockets in a server and not the number of cores you have.

Virtual hosts often require several network interface cards , _____ storage adapters for maximum reliability and large amounts of memory available to support the virtual machines running on them.	2
When implementing virtualization, a server must provide ample memory space for the _____.	All of the above
server virtualization has proven to reduce data center capital and operational expenses assuming the consolidation ratio offsets the cost of _____.	Virtualization software licensing
_____ describes a cloud service that can only be accessed by a limited amount of people.	Private cloud
_____ describes a distribution model in which applications are hosted by a service provider and made available to users.	Software-as-a-Service (SaaS)
Access to a Cloud environment always costs more money compared to a traditional desktop environment.	False
_____ is the feature of cloud computing that allows the service to change in size or volume in order to meet a user's needs.	Scalability
A Cloud environment can be accessed from anywhere in the world as long as the user has access to the Internet.	True
This is a repository for the storage, management, and dissemination of data in which the mechanical, lighting, electrical and computer systems are designed for maximum energy efficiency and minimum environmental impact.	Data Center
This is the process of assigning storage, usually in the form of server disk drive space, in order to optimize the performance of a storage area network.	Storage Provisioning
Simply stated, these are large boxes that hold lots of hard disks.	Disk Array
This consists of the precautions taken so that the effects of a disaster will be minimized.	Disaster recovery
This is the practice of collecting computer files that have been packaged together for backup, to	Archive

transport to some other location, for saving away from the computer so that more hard disks can be made available, or for some other purpose.	
Pick the false statement	RAID Level 5 provides block level striping and error correction information
Which of the following provides byte level striping?	RAID 5
Which of the following Company manufactures RAID devices?	LSI
What is the most basic level of storage	DAS
A NAS solution is most appropriate for what type of data environment	Shared access
I/O requests to disk storage on a SAN are called	Block I/Os
Which topology is best suited for medium sized enterprise.	NAS
Disk controller driver in DAS architecture is replaced in SAN either with —	Any one of the above
In SAN storage model, the operating system view storage resources as — devices	SCSI
Identify a network file protocol in the below mentioned set.	CIFS
What will be used by SAN to provide connectivity between hosts and storage?	FC or iSCSI
What are the major benefits of SAN?	All of the above