

1. What concept below reflects "fitness for purpose" and represents the characteristics of a service which a customer gets to achieve desired outcomes?
 - A. Warranty
 - B. Utility**
 - C. Resources
 - D. Service Management
2. Which of the following ITIL Core volumes places and prioritizes improvement programs according to strategic objectives?
 - A. Service Strategy
 - B. Continual Service Improvement**
 - C. Service Transition
 - D. Service Operation
3. Which of the statements below are true regarding service assets?
 - I. The justification to maintain and upgrade service assets is increased as the demand for those service assets increase
 - II. Costs incurred by accommodating the demand for services are recovered from the customer through agreed terms and conditions
 - A. I and II**
 - B. I
 - C. II
 - D. Both statements are false
4. Which of the following are valid objectives of the ITIL Service Desk function?
 - I. To quickly restore normal service to users after an interruption
 - II. To provide first - line support to users
 - III. To manage the resolution of incidents
 - IV. To escalate requests which cannot be resolved by first - line support
 - A. I, II**
 - B. I, II, IV
 - C. II, III, IV

D. All of these responses / All of the above

5. What role acts as the primary point of contact to customers for all service related questions and issues, ensures that customer delivery and support requirements are met, and may identify opportunities for service improvements which result in raised RFCs?

A. Service Owner

B. Process Owner

C. Change Manager

D. Service Level Manager

6. Which of the following ITIL Core volumes is most useful for developing policies, guidelines, and processes across the entire Service Lifecycle; and places a strong focus on Financial Management and Service Portfolio Management?

A. Service Strategy

B. Service Design

C. Service Transition

D. Continual Service Improvement

7. What aspect of Service Design is concerned with the management and control of services throughout their lifecycle via service management systems and related tools?

A. Technology architectural design

B. Process Design

C. Measurement Design

D. Service Portfolio Management

8. Under ITIL, an external third party who is necessary to support the components involved in providing a service is known as what?

A. Supplier

B. Internal Market

C. Service Provider

D. Customer

9. What type of technology allows authorized support groups to take control of a user's desktop from a different physical location?

A. Event management tools

B. Remote control tools

C. Discovery, Deployment, and Licensing Technologies

D. Diagnostic utilities

10. SLAs, OLAs, and Underpinning Contracts are defined within Service Design by which ITIL process?

A. Service Level Management

B. Change Management

C. Service Strategy

D. Continual Service Improvement

11. An engineering team is considered what type of asset?

A. Capability

B. Staff

C. Resource

D. Human Resources

12. What term best reflects a Service Management product's ability to maintain data integrity?

A. Capacity

B. Scalability

C. Continuity

D. Security

13. Which of the following is not a Core volume of the ITIL Library?

A. Service Strategy

B. Service Transition

C. Service Lifecycle

D. Service Operation

14. Of the items below, what information would the Service Desk provide to the IT management of an organization?

A. The number of calls handled by the Service Desk overall, and by workstation

B. The number of resolved problems, and the reduction in related incidents

C. The number of successfully implemented changes

- D. The cost of implemented changes**
15. What item is responsible for storing only those services which are in development?
- A. Service Catalogue**
- B. Service Pipeline**
- C. Service Specification**
- D. Service Portfolio**
16. What are the two primary areas of service improvement to be expected from Service Automation?
- I. Utility
- II. Warranty
- III. Security
- IV. Capacity
- A. I and II**
- B. II and III**
- C. III and IV**
- D. I and IV**
17. Availability of services, controlling demand, and optimizing the use of existing capacity in a day - to - day service environment are most critical to which of the following ITIL Core volumes?
- A. Service Design**
- B. Service Operation**
- C. Service Transition**
- D. Continual Service Improvement**
18. A cloud - based email service provider guarantees in writing that its premier level customers will have access to live support staff 8x7x365. What is this type of guarantee called?
- A. Operational level agreement**
- B. Service level agreement**
- C. Underpinning contract**
- D. Terms and conditions**

19. A Service Desk structure consisting of multiple Service Desks which appear to form a single unit, can be located anywhere, and rely upon modern telecommunication technology is termed:

- A. Centralized Service Desk
- B. Off - shore Service Desk
- C. Call Center

D. Virtual Service Desk

20. Under Service Design, what process is used by an organization to meet the objectives of confidentiality, information integrity, information availability, and authenticity of information?

- A. Availability Management
- B. Supplier Management
- C. Service Level Management

D. Information Security Management

21. What role is responsible for ensuring agreed levels of service availability are maintained, monitors the actual availability of services achieved, and manages the Availability Plan?

A. Service Continuity Manager

B. Availability Manager

C. Capacity Manager

D. Demand Manager

22. Which of the following statements describing a process in ITIL are true?

- I. A process includes all of the resources required to deliver the outputs.
- II. A process may not define or revise organizational policies or standards

A. I and II

B. I

C. II

D. Both statements are false

23. What concept allows management to better understand a service's quality requirements, and presents both the associated costs and expected benefits?

A. Business Case

B. Technical Service Catalogue

C. Risk Analysis

D. Service Portfolio

24. What stage of the Deming Cycle requires the actual implementation of improvements to Service and Service Management processes?

A. Plan

B. Do

C. Check

D. Act

25. A broad concept reflecting an organization's informed decision making process, underpinned by data from the CMDB and CMS is known as what?

A. Service Catalogue

B. Quality Management System

C. Service Model

D. Service Knowledge Management System (SKMS)

26. Which of the following items would not be a Key Performance Indicator (KPI) of Service Catalogue Management?

A. The percentage of Service Level Agreement infractions incurred by the performing organization

B. The amount of differences discovered between information stored in the Service Catalogue, and the actual state of services maintained by the organization

C. Number of incidents handled by the Service Desk using information stored in the Service Catalogue

D. The percentage of services which have been delivered, in relation to the total amount of services which exist in the Service Catalogue

27. Which of the following is not a technique used when seeking financing for ITIL projects?

A. Pre - Program ROI

B. Business case

C. Post - Program ROI

D. Value

28. What is the name of the formal plan to implement improvements to an IT Service, and is an output of the Continual Service Improvement (CSI) plan phase?
- A. RACI
 - B. Release Plan
 - C. Service Improvement Plan (SIP)**
 - D. Request for Change (RFC)
29. Which of the following items best reflects a decision - making, support, and planning instrument that prepares for the likely consequences of a business action?
- A. Analytic model
 - B. Business case**
 - C. Return on investment (ROI)
 - D. Simulation
30. What term is used to describe a significant change of state related to the management of an IT Service or Configuration Item?
- A. Alert
 - B. RFC
 - C. Event**
 - D. Red flag
31. Fitness for use, or the availability and reliability in continuity and security; representing a decline in possible losses, is best reflected by what term?
- A. Service
 - B. Warranty**
 - C. Value
 - D. Utility
32. What generic concept is critical for an IT service to succeed, and must be measured regularly by Key Performance Indicators (KPIs)?
- A. Overhead
 - B. Critical Success Factor (CSF)**
 - C. Core Value

D. Service Lifecycle

33. Delta Solutions is in the process of developing a new Internet Phone service which will allow customers to make telephone calls directly from their web browser. This new service will be available to customers in the European market only. Delta Solutions plans to release the service within the next six to twelve months. Where is this service most likely tracked by Delta Solutions?

A. Service Catalogue

B. Service Pipeline

C. Service Lifecycle

D. Retired Services

34. What process, most closely associated with Service Operation, is responsible for managing the lifecycle of all Service Requests.

A. Service Desk

B. Incident Management

C. Request Fulfillment

D. Service Portfolio Management

35. TechCo, an IT service provider, strives to focus heavily on where and how to compete in the market; distinguish its capabilities from its competitors; and view the services it provides as a strategic asset which must be constantly improved. What Service Lifecycle phase best reflects these goals?

A. Service Design

B. Continual Service Improvement

C. Service Transition

D. Service Strategy

36. The four Ps of Service Design are:

A. Planning, Policy, Procedures, and Process

B. Planning, Preparation, Processes, Procedures

C. Personnel, Processes, Products, and Partners

D. Personnel, Process, Policy, Procedure

37. Mean time between failures (MTBF) is an indication of which service property?

A. Maintainability

B. Serviceability

C. Reliability**D. Availability**

38. Global Network Services has been contracted to provide maintenance services for a mid - sized manufacturing company. How well Global Network Services meets its contractual obligations is known as which of the following?

A. Maintainability**B. Availability****C. Reliability****D. Serviceability**

39. Which of the following are not aspects of good service design?

A. Systems**B. Design of Service Solution****C. Service Architecture****D. Processes**

40. Connaught Construction conducts a quarterly management meeting to review how well current IT services are meeting the current needs of the business, as well as identifying potential new needs. This activity falls within the scope of which Lifecycle phase?

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

=====

=====

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 {Internal Service Provider}
 - b. Type II service provider {Shared Service Provider}
 - c. **Type III service provider {External 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 {Net Present Value}
 - b. **IRR is used for preference decision {IRR : Internal Rate of Return}**

- 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, Acts

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

Test - ITIL

Questions: 40

1. The 4 P's of Service Management are...

- a. People, Partner, Product, Price
- b. People, Partner, Product, Priority
- c. **People, Process, Partner, Product**
- d. None of the above

2. 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

3. 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**

4. 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**

5. Mean Time Between System Incidents (MTBSI) 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

6. 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

7. 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

8. RACI stands for.....

a. Responsible, Assignable, Consult, Inform

b. Responsible, Available, Consult, Inform

c. Risk, Action, Correction, Inform

d. Responsible, Accountable, Consult, Inform

9. 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

10. 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

11. 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

12. 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

13. 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

14. Which of the following is the Fifth Phase of Service Lifecycle?

a. Service Strategy

b. Service Design

c. Continual Service Improvement

d. Service Transition

15. In which ITIL Life Cycle Stage can you find detailed descriptions of Service Portfolio Management, Demand Management and Financial Management?

- a. Service Operations
- b. Service Strategy**
- c. Service Transition
- d. Continual Service Improvement

16. 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

17. 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. Where are we now?
- d. Why we did not do it?**

18. 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**

19. 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

20. 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

21. 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

22. 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

23. 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

24. 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

25. 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

26. 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

27. Which ITIL® process is responsible for drawing up a charging system?

a. Availability Management

b. Capacity Management

c. Financial Management for IT Services

d. Service Level Management

28. Service Retirement is part of which phase?

a. Service Transition

b. Service Strategy

c. Service Design

d. Service Operation

29. 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.

30. 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

31. 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.

32. 'Down Time' is also known as...

a. MeanTime between Failures (MTBF)

b. Mean Time to Restore Service (MTRS)

c. MeanTime between System Incidents (MTBSI)

d. Shut down

33. 'Resolution Time' consists of time for:

a. Diagnosis, Repair, Recovery

- b. Repair only
- c. Repair and Recovery Only
- d. Diagnosis and Repair only

34. 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

35. 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?

- a. Application Sizing

b. Demand Management

- c. Modeling
- d. Tuning

36. In which ITIL® process are negotiations held with the customer about the availability and capacity levels to be provided?

- a. Availability Management
- b. Capacity Management
- c. Financial Management for IT Services

d. Service Level Management

37. Which of the following is an activity of IT Service Continuity Management?

- a. advising end users of a system failure
- b. documenting the fallback arrangements**
- c. reporting regarding availability
- d. guaranteeing that the Configuration Items are constantly kept up-to-date.

38 . Which process would you find the Service V model?

- a. Release Management
- b. Service Transition
- c. Service Validation and Testing**
- d. Knowledge Management

39. Release and deployment options include:

- 1. *Big bang vs. Phased*
- 2. *Automated vs. Manual*
- 3. ...
- a. Push vs. Proposed
- b. Push vs. Pull**
- c. Requested vs. Forced
- d. Proposed vs. Forced

40. The 4 spheres of knowledge management are:

- a. Data, facts, knowledge, wisdom
 - b. Ideas, facts knowledge, wisdom
 - c. Data, information, facts, wisdom
 - d. Data, information, knowledge, wisdom**
-

Test - ITIL**Questions: 40**

4. The main objective of Change Management is to?
a. Ensure that any changes are approved and recorded

b. Ensure that standardized methods and procedures are used for controlled handling of all changes

c. Ensure that any change requests are managed through the CAB

d. Ensure that the CAB takes responsibility for all change implementation

5. Which of the following best describes a baseline?

a. Used as a reference point for later comparison

b. The starting point of any project

c. The end point of any project

d. A rollback procedure

6. What is another term for Uptime?

a. Mean Time Between Failures (MTBF)

b. Mean Time to Restore Service (MTRS)

c. Mean Time Between System Incidents (MTBSI)

d. Relationship between MTBF and MTBSI

4. Which is not an Information Security attribute?

a. Confidentiality

b. Availability

c. Maintainability

d. Integrity

5. 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

6. 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

7. The 4 spheres of knowledge management are:

- a. Data, facts, knowledge, wisdom
- b. Ideas, facts knowledge, wisdom
- c. Data, information, facts, wisdom

d. Data, information, knowledge, wisdom

8. RACI stands for.....

- a. Responsible, Assignable, Consult, Inform
- b. Responsible, Available, Consult, Inform

c. Risk, Action, Correction, Inform

d. Responsible, Accountable, Consult, Inform

9. 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

10. 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

11. 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

12. 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

13. 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

14. The 4 P's of Service Management are...

- a. People, Partner, Product, Price
- b. People, Partner, Product, Priority

c. People, Process, Partner, Product

d. None of the above

15. 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

16. 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

17. 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. Where are we now?
- d. Why we did not do it?**

18. 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**

19. 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

20. 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

21. 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

22. 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

23. 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

24. 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

25. 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

26. In which ITIL Life Cycle Stage can you find detailed descriptions of Service Portfolio Management, Demand Management and Financial Management?

a. Service Operations

b. Service Strategy

- c. Service Transition
- d. Continual Service Improvement

27. Which ITIL® process is responsible for drawing up a charging system?

- a. Availability Management
- b. Capacity Management

c. Financial Management for IT Services

- d. Service Level Management

28. Service Retirement is part of which phase?

- a. Service Transition

b. Service Strategy

- c. Service Design
- d. Service Operation

29. 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.

30. 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

31. 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.**

32. 'Down Time' is also known as...

- a. MeanTime between Failures (MTBF)
- b. Mean Time to Restore Service (MTRS)**
- c. MeanTime between System Incidents (MTBSI)
- d. Shut down

33. 'Resolution Time' consists of time for:

- a. Diagnosis, Repair, Recovery**
- b. Repair only
- c. Repair and Recovery Only
- d. Diagnosis and Repair only

34. 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

35. 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?

a. Application Sizing

b. Demand Management

c. Modeling

d. Tuning

36. Release and deployment options include:

7. *1. Big bang vs. Phased*

8. *2. Automated vs. Manual*

9. *3. ...*

a. Push vs. Proposed

b. Push vs. Pull

c. Requested vs. Forced

d. Proposed vs. Forced

37. Which of the following is an activity of IT Service Continuity Management?

a. advising end users of a system failure

b. documenting the fallback arrangements

c. reporting regarding availability

d. guaranteeing that the Configuration Items are constantly kept up-to-date.

38 . Which process would you find the Service V model?

a. Release Management

b. Service Transition

c. Service Validation and Testing

d. Knowledge Management

39. In which ITIL® process are negotiations held with the customer about the availability and capacity levels to be provided?

a. Availability Management

b. Capacity Management

c. Financial Management for IT Services

d. Service Level Management

40. 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

Template for generation of Questions

Date: 30th May 2014

Module Name: ITIL

Q. No. 1

Question:

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

Answer Choices

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

B: Ensures that the fastest servers are purchased

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

D: Ensuring that all assets are accounted for

Q. No. 2

Question:

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

Answer Choices

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

Q. No. 3

Question:

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

Answer Choices

A: Overall business risk is optimized

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

C: All budgets and expenditures are accounted for

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

Q. No. 4

Question:

How does Problem Management work with Change Management?

Answer Choices

A: By installing changes to fix problems

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

C: By issuing RFCs for permanent solutions

D: By working with users to change their IT configurations

Q. No. 5

Question:

Value for service is created when

Answer Choices

A: It is in Warranty

B: It is in Guarantee Period

C: It is Fit for Use

D: It is both "Fit for use" and "Fit for purpose"

Q. No. 6

Question:

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?"

Answer Choices

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

Q. No. 7

Question:

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

Answer Choices

- A. Business Value** B. Functionality C. IT Assets D. Service Level Requirements

Q. No. 8

Question:

What is Recoverability?

Answer Choices

A: A measure of how long an IT service or other configuration item can perform its agreed function without interruption.

B: A Measure of trust

C: A Measure of success

D: All of the above

Q. No. 9

Question:

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

Answer Choices

A: 2, 3 and 4 only.

B: 1, 2 and 4 only

C: 1, 2 and 3 only

D: 1, 3 and 4 only

Q. No. 10

Question:

Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services. These specialized organizational capabilities include which of the following?

Answer Choices

A: Markets and Customers

B: Functions and Processes

C: People, products and technology

D: Applications and Infrastructure

Q. No. 11

Question:

Which of the following is an example of Self-Help Service Desk?

Answer Choices

A: Requirement to always call the service desk for service requests

B: Menu-driven range of self-help and service requests

C: Emailing the service desk

D: A chat facility to check on the status of the ticket

Q. No. 12

Question:

What is a RACI model used for?

Answer Choices

A: Defining roles and responsibilities

B: Monitoring services

C: Performance analysis

D: Recording Configuration Items

Q. No. 13

Question:

Which of these statements about Service Desk staff is CORRECT?

Answer Choices

A: Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them

B: The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles

C: The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries

D: 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

Q. No. 14

Question:

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

Answer Choices

A: Service Transition

B: Service Design

C: Service Strategy

D: Service Operation

Q. No. 15

Question:

What is the definition of an Alert?

Answer Choices

A: An error message to the user of an application

B: A warning that a threshold has been reached or that something has changed

C: A type of Incident

D: An audit report that indicates areas where IT is not performing according to agreed procedures