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