



Exam : EX0-100

Title : ITIL Foundation Certificate in IT Service Management (v3)

Ver : 12.06.07

QUESTION 1:

Which activity is not the responsibility of IT service continuity management?

- A. Drawing up back-out scenarios
- B. Analyzing risks
- C. Testing back-out arrangements
- D. Executing impact analyses of incidents related to the back-out facilities

Answer: D

QUESTION 2:

Which ITIL process has responsibility in preventing unauthorized access to data?

- A. IT service continuity management
- B. Availability management
- C. Release management
- D. Security management

Answer: D

QUESTION 3:

Which ITIL process or which ITIL department has responsibilities that include distributing information to users?

- A. Change management
- B. Service desk
- C. Customer relationship management
- D. Incident Management

Answer: B

QUESTION 4:

Where are activities documented with the aim of improving an IT service?

- A. Service Quality Plan (SQP)
- B. Service improvement program (SIP)
- C. Service catalogue
- D. Service Level Agreement (SLA)

Answer: B

QUESTION 5:

In the change management process, which role is ultimately responsible for the entire process?

- A. Change Advisory Board
- B. IT Manager
- C. Change Manager
- D. Change Coordinator

Answer: C

QUESTION 6:

In Certkiller .com, the purchasing department has relocated internally, not just the people, but also their IT resources. A service Desk employee has been commissioned to relocate this department's workstations. In which ITIL process is this employee now playing a role?

- A. Configuration Management
- B. Incident Management
- C. Change Management
- D. Problem Management

Answer: C

QUESTION 7:

Which of the following is an example of proactive problem management?

- A. A report regarding the problem management process
- B. An urgent change
- C. A change request
- D. A trend analysis

Answer: D

QUESTION 8:

Which data, for a new configuration item (CI), is recorded in the configuration management database (CMDB)?

- A. The relationship to other configuration items
- B. The request for change number for the configuration item
- C. Repairs to the configuration item
- D. The impact of the configuration item

Answer: A

QUESTION 9:

Which activity is not the responsibility of IT service continuity management?

- A. Testing back-out arrangements
- B. Drawing up back-out scenarios
- C. Analyzing risks
- D. Executing impact analyses of incidents related to the back-out facilities

Answer: D

QUESTION 10:

Which ITIL process provides change proposals in order to eliminate structural errors?

- A. Availability management
- B. Problem Management
- C. IT service continuity management
- D. Security Management

Answer: B

QUESTION 11:

Which activity is not a Service Desk activity?

- A. Relating an incident to a known Error
- B. Registering incidents
- C. Applying temporary fixes
- D. Solving a Problem

Answer: D

QUESTION 12:

Which of the following describes the basic concept of integrity in the Security Management process?

- A. The capacity to verify the correctness of the data
- B. The correctness of the data
- C. Access to the data at any moment
- D. Protection of the data against unauthorized access and use

Answer: B

QUESTION 13:

Which ITIL process responsible for annually allocating the costs of underpinning contracts?

- A. Capacity Management
- B. Availability Management
- C. Financial Management for IT services
- D. Service Level Management

Answer: C

QUESTION 14:

How does Problem Management contribute to a higher solution percentage of first-line support?

- A. By preventing incidents
- B. By analyzing open incidents
- C. By evaluating incidents with the customer
- D. By making a knowledge database available

Answer: D

QUESTION 15:

Which activity is not a service Desk activity?

- A. Relating an incident to a known error
- B. Solving a problem
- C. Registering incidents
- D. Applying temporary fixes

Answer: B

QUESTION 16:

Which statement best describes the role of the service Desk?

- A. The service Desk functions as the first contact for the customer
- B. The primary task of the Service Desk is to investigate problems
- C. The service Desk ensures that the telephone is always manned
- D. The service Desk ensures that the agreed IT service is available

Answer: A

QUESTION 17:

When an organization decides to control the flow of incidents information within the IT organization, which ITIL process would it be putting in place?

- A. Change management
- B. Availability management
- C. Incident Management
- D. Problem Management

Answer: C

QUESTION 18:

How is a change that must be made quickly called?

- A. A fast change
- B. An urgent change
- C. An unplanned change
- D. A standard change

Answer: B

QUESTION 19:

A powerful failure has knocked out the entire IT infrastructure. Fortunately, there is an ITSC Plan available. When should power failure be considered a disaster to enact the ITSC Plan?

- A. Immediately, as the IT service can no longer be used
- B. When the time within which the failure should be solved, has exceeded.
- C. When the continuity Manager expects the failure to last longer than the maximum period of time mentioned in the service Level agreement
- D. When the incident Manager thinks this is necessary

Answer: C

QUESTION 20:

CORRECT TEXT

Which of the following statements about the service catalogue is correct?

It describes only those services that are also included in the Service Level Agreement (SLA)

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It describes all services that can be supplied by the IT management organization
It is necessary in order to draw up an SLA
It can be used instead of an SLA

Answer: B

QUESTION 21:

Which ITIL process is responsible for determining the hardware necessary in order to support an application?

- A. Capacity Management
- B. Configuration Management
- C. Change Management
- D. Availability management

Answer: A

QUESTION 22:

Which subject should be one of the standard items on the agenda of a meeting of the Change Advisor Board (CAB)?

- A. The wishes of customers to implement changes
- B. Ongoing or concluded changes
- C. Reports from Service Level Management
- D. The registration of changes

Answer: B

QUESTION 23:

Which of the following is a benefit of using ITIL?

- A. That it is finally possible to charge for IT services
- B. That the organization around the IT services can be set up faster
- C. That the quality and the costs of the IT services can be controlled more efficiently
- D. That the users can influence the IT organization providing the IT services

Answer: C

QUESTION 24:

What is the basis of the ITIL approach to Service Management?

- A. Interrelated activities

- B. Officials
- C. Departments
- D. IT resources

Answer: A

QUESTION 25:

Who decides the category of a change ?

- A. The service desk
- B. The change manager
- C. The problem manager
- D. The customer

Answer: B

QUESTION 26:

Changes are divided into categories. What criteria defines a category for a change?

- A. The sequence in which the change is made
- B. The consequences of the change such as limited, substantial, significant etc
- C. The speed with which the change is made
- D. The Request for Change number that the change is assigned

Answer: B

QUESTION 27:

Which activity in the problem management process is responsible for generating requests for change (RFCs)?

- A. Error Control
- B. Monitoring
- C. Proactive Problem Management
- D. Problem Analysis

Answer: A

QUESTION 28:

Certkiller .com calls the service Desk and Reports that the system is slow. He asks whether he can be given another PC like this colleague's, which is much faster. Which term is applicable to this situation?

- A. Problem
- B. Request For Change
- C. Incident
- D. Classification

Answer: C

QUESTION 29:

Which status is a problem assigned once its cause has been identified?

- A. Request for Change (RFC)
- B. Known Error
- C. Work-around
- D. incident

Answer: B

QUESTION 30:

Who is responsible for tracking and monitoring an incident?

- A. Problem Manager
- B. Service Desk
- C. Service Level Manager
- D. Problem Management staff

Answer: B

QUESTION 31:

In the Service Level Management Process, what happens during the activity called "monitoring"?

- A. Guarding agreements with the customer
- B. Acquiring customers
- C. Guarding negotiations with the customer
- D. Identifying the needs of the customer

Answer: A

QUESTION 32:

Which of the following questions can not be answered directly from the Configuration Management Database (CMDB)?

EX0-100

- A. Which Requests for change have been submitted for a specific server?
- B. What incidents or problems have there been for this PC?
- C. Which Configuration items does a specific service consist of?
- D. Which members of staff of department x have moved to department Y?

Answer: D

QUESTION 33:

Where are the statuses of changes recorded?

- A. In the known error database
- B. In the change database
- C. In the configuration management database (CMDB)
- D. In the definitive software library (DSL)

Answer: C

QUESTION 34:

Which ITIL process is responsible for setting up the cost allocation system?

- A. Availability Management
- B. Financial Management for IT Services
- C. Capacity Management
- D. Service Level Management

Answer: B

QUESTION 35:

Users have complained about email service. An evaluation of the service has been performed. Which activity takes place after the evaluation of a service?

- A. Adjusting of the service
- B. Defining service levels
- C. Monitoring of service levels
- D. Compilation of service level reports

Answer: A

QUESTION 36:

Which of the following is a benefit of using ITIL?

- A. That it is finally possible to charge for IT services

EX0-100

- B. That the users can influence the IT organization providing the IT services
- C. That the organization around the IT services can be set up faster
- D. That the quality and the costs of the IT services can be controlled more efficiently

Answer: D

QUESTION 37:

.What is the difference between a process and a project?

- A. A process stops when the objective has been achieved, whereas as project does not stop when the objective is met
- B. A process is continuous and has no end date, whereas a project has a finite lifespan
- C. In a project the focus is not on the result, whereas with a process the result is important
- D. A project is continuous and has no end date, where a process has a finite lifespan

Answer: B

QUESTION 38:

Software is checked for viruses before it goes into the Definite Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

- A. Release Management
- B. Capacity Management
- C. Configuration Management
- D. Application Management

Answer: A

QUESTION 39:

For which of the following activities of configuration management are audits regularly implemented?

- A. Status monitoring
- B. Identification
- C. Planning
- D. Verification

Answer: D

QUESTION 40:

When must a Post Implementation Review take place?

- A. If another incident of the same type occurs again after a change has been made
- B. At the request of the person who submitted the change request
- C. After every Change
- D. In case of emergency changes

Answer: C

QUESTION 41:

What does Mean Time to Repair (MTTR) mean?

- A. Average uptime of a service
- B. Average time of the breakdown-free period within a measured period
- C. Average downtime of a service
- D. Average time between two consecutive incidents

Answer: C

QUESTION 42:

For what is capacity Management responsible?

- A. Resource Management
- B. Security
- C. Maintainability
- D. Serviceability

Answer: A

QUESTION 43:

An analysis has been made regarding the expansion of the customer information database. The result indicates that the mainframe disk capacity must be increased, to accommodate the expected growth of the database in the foreseeable future. Which process is responsible for sharing this information on time, to make sure that the available disk space is sufficient?

- A. Change Management
- B. Capacity Management
- C. Security Management
- D. Availability Management

Answer: B

QUESTION 44:

When is a known error identified?

- A. When the problem is known
- B. When the problem has been resolved
- C. When the incident has been sent to Problem Management
- D. When the cause of the problem is known

Answer: D

QUESTION 45:

What is the term used for a situation derived from a series of incidents with the same characteristics?

- A. A problem
- B. A change request
- C. A service call
- D. A known error

Answer: A

QUESTION 46:

When the cause of one or more incidents is not known, additional resources are assigned to identify the cause. Which ITIL process is responsible for this?

- A. Capacity Management
- B. Incident Management
- C. Service Level Management
- D. Problem Management

Answer: D

QUESTION 47:

Which ITIL process provides an insight, through the modeling activity, into trends that could cause performance problems in the future?

- A. Service Level Management
- B. Availability Management
- C. Capacity Management
- D. Incident Management

Answer: C

QUESTION 48:

Which ITIL process is responsible for analyzing risks and counter measures?

- A. Problem Management
- B. Capacity Management
- C. ITService Continuity Management
- D. Service Desk

Answer: C

QUESTION 49:

Which of the following parties involved in an incident determines whether that incident can be closed?

- A. User
- B. Purchaser of the services
- C. Employee of the service Desk
- D. Service Manager

Answer: A

QUESTION 50:

What activity takes place immediately after recording and registering an incident?

- A. Solving and restoring
- B. Analysis and diagnosis
- C. Matching
- D. Classification

Answer: D

QUESTION 51:

What is the use of additional technical expertise in the incident management process called?

- A. Resolution and recovery of the incident
- B. Functional escalation
- C. Problem analysis
- D. Incident classification

Answer: B

QUESTION 52:

What is the term used for a fully described and approved change that does not have to be evaluated by Change Management each time?

- A. Urgent Change
- B. Service request
- C. Request of change
- D. Standard Change

Answer: D

QUESTION 53:

Certkiller .com plans on implementing a new network operating system. Before the actual implementation takes place, the plan of approach for achieving the implementation is discussed. Under whose leadership is this discussion held?

- A. The Network Manager
- B. The Change Manager
- C. The Service Level Manager
- D. The service Manager

Answer: B

QUESTION 54:

Of which ITIL process are reliability, serviceability and maintainability components?

- A. Availability Management
- B. ITService Continuity Management
- C. Problem Management
- D. Service Level Management

Answer: A

QUESTION 55:

Which ITIL process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Incident Management
- B. Availability Management
- C. Problem Management
- D. Change Management

Answer: D

QUESTION 56:

Which of the following is a department rather than a process?

- A. Incident Management
- B. Problem Management
- C. Service Desk
- D. Change Management

Answer: C

QUESTION 57:

Reports of different types arrive at a Service Desk. Which of the following reports is an incident?

- A. A request for the installation of a new bookkeeping package
- B. A report that the printer is not working
- C. Information about the departure time of the train to London
- D. A question about where the manual is

Answer: B

QUESTION 58:

Where is the planning of changes kept up to date?

- A. The CMDB (Configuration Management Database)
- B. SIP (Service Improvement Program)
- C. The CAB (Change Advisory Board)
- D. The FSC (Forward Schedule of Changes)

Answer: D

QUESTION 59:

What is a baseline in the IT infrastructure?

- A. The most important infrastructure (such as a network) to which all kinds of workstations and services can be linked
- B. A standard configuration (such as a standard workstation)
- C. A document that states how the infrastructure must be dealt with in an organization (vision)

D. A minimum value for Certkiller .com service (must at least satisfy)

Answer: B

QUESTION 60:

A process is a logically coherent series of activities for a pre-defined goal. What is the process owner responsible for?

- A. Implementing the process
- B. Setting up the process
- C. The result of the process
- D. Describing the process

Answer: C

QUESTION 61:

How can an organization determine the effectiveness of the Server Level Management process?

- A. By reporting on all incidents
- B. By measuring customer satisfaction
- C. By checking contracts with suppliers
- D. By defining server levels

Answer: B

QUESTION 62:

Which of the following is the best description of the contents of the Definitive Software Library?

- A. Copies of all live software programs
- B. Software awaiting user acceptance testing
- C. Authorized versions of all software used on the infrastructure
- D. Copies of all software versions that are needed

Answer: C

QUESTION 63:

How can an organization determine the effectiveness of the Service Level Management process?

- A. By reporting on all incidents

- B. By defining service levels
- C. By checking contracts with suppliers
- D. By measuring customer satisfaction

Answer: D

QUESTION 64:

Which ITIL process ensures that the information that has been made available satisfies the specified information security requirements?

- A. Availability Management
- B. IT service Continuity Management
- C. Service Level Management
- D. Security Management

Answer: D

QUESTION 65:

What is the first step when registering an incident?

- A. Record the incident data
- B. Determine the priority
- C. Perform matching
- D. Assign an incident number

Answer: D

QUESTION 66:

Where are agreements regarding Security Management recorded?

- A. In a Configuration Management Database (CMDB)
- B. In a Capacity Plan
- C. In a service Level Agreement (SLA)
- D. In a Definitive Software Library (DSL)

Answer: C

QUESTION 67:

What is the primary task of Error Control?

- A. Providing information to the users
- B. Checking problems and incidents

- C. Classifying and defining the priorities of problems
- D. Correcting known errors

Answer: D

QUESTION 68:

Which ITIL process aims to trace business-critical services for which supplementary emergency measures must be taken?

- A. Problem Management
- B. IT Service Continuously Management
- C. Availability Management
- D. Capacity Management

Answer: B

QUESTION 69:

Where are activities documented with the aim of improving an IT service?

- A. Service Catalogue
- B. Service Quality Plan (SQP)
- C. Service Improvement Program (SIP)
- D. Service Level Agreement (SLA)

Answer: C

QUESTION 70:

Security Management includes a number of sub-processes. Which activity of security management leads to a security sub-clause in the Service Level Agreement (SLA) ?

- A. Control
- B. Implement
- C. Plan
- D. Maintenance

Answer: C

QUESTION 71:

What is the first activity when implementing a release?

- A. Compiling the release schedule
- B. Testing a release

- C. Designing and building a release
- D. Communicating and preparing the release

Answer: A

QUESTION 72:

Which ITIL process is responsible for creating the cost agreements for extra support of the service desk?

- A. Availability Management
- B. Financial Management for IT Services
- C. Service Level Management
- D. Incident Management

Answer: C

QUESTION 73:

What is a request to replace something within the IT infrastructure called?

- A. Request for Release
- B. Request for change
- C. Service Request
- D. Replacement request

Answer: B

QUESTION 74:

Which ITIL process is responsible for tracing the underlying cause of errors?

- A. Security Management
- B. Incident Management
- C. Problem Management
- D. Capacity Management

Answer: C

QUESTION 75:

In Change Management, a number of activities take place between the acceptance of a request for change and the completion of the change. Which activity is performed after acceptance of a Request for Change?

- A. Determining the urgency of the change

- B. Scheduling the Request for change
- C. Implementing the change
- D. Building and testing the change

Answer: A

QUESTION 76:

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance Which of the following answers specifies the correct sequence for these steps?

- A. ACT - check - Do - Plan
- B. Plan - Do - Check - Act
- C. Do - Plan - Check -Act
- D. Check - Plan - Act - Do

Answer: B

QUESTION 77:

What is meant by the urgency of an incident?

- A. The time needed by IT services to resolve the incident
- B. The degree to which the incident gives rise to a deviation from the normal service level
- C. The relative importance of the incidents when handling them
- D. The degree two which the solution of an incident tolerates delay

Answer: A

QUESTION 78:

Information and Communication Technologies (ICT) includes both Asset Management And Configuration Management. What is the difference between Asset Management and Configuration Management?

- A. Asset Management monitors aspects such as depreciation and configuration management monitors aspects such as the relationships between the configuration items
- B. Configuration Management makes an inventory of the configuration items and asset management registers them
- C. Configuration Management is a component of Asset Management, so there are no differences between item
- D. Asset Management focuses exclusively on the book value and configuration management on the status of configuration items

Answer: A

QUESTION 79:

What is the criterion used by Change Management in determining the category for a Request for change?

- A. Urgency
- B. Content
- C. Impact
- D. Priority

Answer: C

QUESTION 80:

The deming quality circle is a model for control based on quality. Which step in this model must be taken first?

- A. Planning
- B. Measurement
- C. Adjustment
- D. Implementation

Answer: A

QUESTION 81:

In Certkiller .com a specific component of the IT infrastructure has been modified. This could have consequences for other components. What ITIL process should be set up in order to provide good insight into these consequences?

- A. Change Management
- B. Availability Management
- C. Configuration Management
- D. Capacity Management

Answer: C

QUESTION 82:

Information is regularly exchanged between Problem Management and Change Management. What information is this?

- A. RFCs from the users that problem management passes on to change management

- B. RFCs resulting from known errors
- C. Known errors from problem management, on the basis of which change management can generate requests for Change (RFCs)
- D. RFCs from the Service Desk That Problem Management passes on to Change Management

Answer: B

QUESTION 83:

Which aspects are described in a Service Level Agreement (SLA)?

- A. The technology developments that can affect the service offered
- B. The quality expressed in quality and costs, of the services offered
- C. The company strategy
- D. The costs and expected revenue of the service offered

Answer: B

QUESTION 84:

What does the term 'detail level' mean in the context of the configuration management database (CMDB)?

- A. The location of the configuration item
- B. The relationship between the different configuration items
- C. The quantity of the stored configuration items
- D. The depth of the database structure

Answer: D

QUESTION 85:

One of Problem Management's tasks is to proactively prevent incidents. Which of the following is a Problem Management activity that can be categorized as being proactive?

- A. Delivering second-line support, should problems occur
- B. Employing more Problem Managers
- C. Making agreements with the customer using Service Level Agreements
- D. Analyzing reported incidents in order to make recommendations

Answer: D

QUESTION 86:

Which of the following is a benefit of using ITIL?

- A. That the quality and the costs of the IT services can be controlled more efficiently
- B. That the organization around the IT services can be set up faster
- C. That the users can influence the IT organization providing the IT Services
- D. That it is finally possible to charge for IT services

Answer: A

QUESTION 87:

Which activity is not the responsibility of IT service continuity Management?

- A. Testing back-out arrangements
- B. Analyzing risks
- C. Drawing up back-out scenarios
- D. Executing impact analyses of incidents related to the back-out facilities

Answer: D

QUESTION 88:

What does Mean Time to Repair (MTTR) mean?

- A. Average downtime of a service
- B. Average uptime of a service
- C. Average time of the breakdown-free period within a measured period
- D. Average time between two consecutive incidents

Answer: A

QUESTION 89:

Which ITIL process carries out a risk analysis on the possible threats to and vulnerabilities of the IT infrastructure?

- A. IT service continuity management
- B. Capacity Management
- C. Problem management
- D. Configuration management

Answer: A

QUESTION 90:

The Service Desk receives different types of calls. Which of the following is an incident ?

- A. A request to install a new bookkeeping package
- B. A notification that a new toner cartridge has just been installed in a printer
- C. Information about the rollout of a specific application
- D. A system message that a printer is not working

Answer: D

QUESTION 91:

Software is checked for viruses before it goes into the Definite Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

- A. Configuration Management
- B. Application Management
- C. Release Management
- D. Capacity Management

Answer: C

QUESTION 92:

Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident. According to ITIL best practices, what should happen next?

- A. Service Level Management will start a service improvement program (SIP)
- B. Release Management will implement the back-out plan
- C. Change Management will start a Post Implementation Review (PIR)
- D. Problem Management will submit a Request for Change (RFC)

Answer: B

QUESTION 93:

Which ITIL process is responsible for handling an application for a new workstation according to a standard working method?

- A. Incident Management
- B. Service Desk
- C. Change Management
- D. Service Level Management

Answer: C

QUESTION 94:

Which activity in the ITIL process "Financial Management for IT services" is responsible for billing the services that were provided to the customer?

- A. Reporting
- B. Accounting
- C. Charging
- D. Budgeting

Answer: C

QUESTION 95:

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day. What part of the capacity Management process does this refer to?

- A. Application Management
- B. Modeling
- C. Demand Management
- D. Application Sizing

Answer: C

QUESTION 96:

Which process or function ensures that change proposals are submitted with the aim of removing errors within the IT infrastructure?

- A. Configuration Management
- B. Problem Management
- C. Change Management
- D. Service Desk

Answer: B

QUESTION 97:

Which of the following is a task of Configuration Management?

- A. monitoring the relationships between Configuration Items (CIs)
- B. monitoring the status of changes
- C. monitoring the software modules (SoftwareCIs)
- D. monitoring the infrastructure capacity

Answer: A

QUESTION 98:

Which process is responsible for coordinating the relocation of a number of workstations?

- A. Release Management
- B. ITInfrastructure Management
- C. Change Management
- D. Configuration Management

Answer: C

QUESTION 99:

Which process provides a user insight into the status of a failure?

- A. Availability Management
- B. Problem Management
- C. Incident Management
- D. Service Level Management

Answer: C

QUESTION 100:

Which process is responsible for monitoring agreements with network suppliers?

- A. ITService Continuity Management
- B. Problem Management
- C. Capacity Management
- D. Service Level Management

Answer: D

QUESTION 101:

Which of the following documents would help provide insight into the load of the IT systems and the development of the organization in the medium and long term?

- A. Availability Plan
- B. Back-out Plan
- C. Capacity Plan

D. Service Level Agreement

Answer: C

QUESTION 102:

Which applications does the Service Desk support?

- A. applications approved and installed by Problem Management
- B. applications tested and updated by the Service Desk
- C. all applications installed on an end-user's system
- D. applications officially installed under the authority of Change Management

Answer: D

QUESTION 103:

A user calls the Service Desk complaining that it is often impossible to print documents from a certain application, while this is not the case with other applications.

Which process is responsible for identifying the cause?

- A. Availability Management
- B. Problem Management
- C. Incident Management
- D. Change Management

Answer: B

QUESTION 104:

In order to resolve a service failure, a change must be made to a software package.

Which process must grant approval for implementing this change?

- A. Configuration Management
- B. Incident Management
- C. Problem Management
- D. Change Management

Answer: D

QUESTION 105:

Which process focuses specifically on tracing or finding the cause of recurring errors and documenting them?

EX0-100

- A. Known Error Management
- B. Service Level Management
- C. Problem Management
- D. ITService Continuity Management

Answer: C

QUESTION 106:

Which item is required in the Post Implementation Review (PIR) of a Change?

- A. whether the Change has achieved the intended goal
- B. whether the CI registration in the Configuration Management Database (CMDB) is up-to-date
- C. whether the Management of the IT department is satisfied with the implementation of the Change
- D. to which Configuration Items (CIs) the Change relates

Answer: A

QUESTION 107:

Where can you find an overview of all IT services?

- A. Service Window
- B. Service Catalog
- C. Operational Level Agreement (OLA)
- D. Service Level Agreement (SLA)

Answer: B

QUESTION 108:

Which Change Management activity indicates the priority and category of an accepted Request for Change (RFC)?

- A. scheduling
- B. coordination
- C. registration
- D. classification

Answer: D

QUESTION 109:

Which aspect is important when registering security incidents?

- A. the applicable disciplinary measures
- B. qualified Service Desk employees
- C. the person who reported the incident
- D. recognizing the event as a security incident

Answer: D

QUESTION 110:

. When an IT service provider adopts and adapts ITIL's best practices, which of the following is the greatest benefit?

- A. There is a central Service Desk.
- B. Work is carried out using a process-oriented approach.
- C. The organization is more customer-oriented.
- D. Work is carried out using a project-oriented approach.

Answer: B

QUESTION 111:

What is a Definitive Software Library (DSL)?

- A. a place meant for integrating the test and development departments more effectively with each other
- B. a tool with which all software items can be distributed on the network
- C. a place where original software is physically stored
- D. a database in which software Configuration Items (CIs) are registered

Answer: C

QUESTION 112:

What does the term "Serviceability" refer to?

- A. contracts between external suppliers and the customer
- B. contracts between internal IT departments
- C. contracts between IT management and the customer
- D. contracts between external suppliers of services and the IT department

Answer: D

QUESTION 113:

What data is recorded when an incident is reported to the Service Desk?

EX0-100

- A. the name of the person handling the Problem
- B. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)
- C. the name of the person who approves the Request for Change (RFC)
- D. the name of the person reporting the Incident

Answer: D

QUESTION 114:

What type of agreement is made with internal IT departments assuring support of service components?

- A. Underpinning Contract (UC)
- B. Service Quality Plan (SQP)
- C. Operational Level Agreement (OLA)
- D. Service Level Agreement (SLA)

Answer: C

QUESTION 115:

What does a package release consist of?

- A. a single Change that consists of both hardware and software
- B. several Changes that are merged due to their minor impact
- C. a single Change made up of several separate Changes
- D. several Changes that are merged due to their size

Answer: C

QUESTION 116:

After a change, who is responsible for ensuring that security measures maintain the security level?

- A. the Change Manager
- B. the Security Manager
- C. the Release Manager
- D. the Board of Management

Answer: B

QUESTION 117:

EX0-100

Different types of events are reported to the Service Desk.
Which of the following events is an incident?

- A. a request for the installation of a new bookkeeping package
- B. information about the departure time of the train to London
- C. a question about where the manual is
- D. a report that the printer is not working

Answer: D

QUESTION 118:

Which information does Financial Management for IT Services extract from the Configuration Management Database (CMDB)?

- A. which equipment is being used by whom
- B. which equipment is causing incidents
- C. where the equipment has been set up
- D. which software version is being used

Answer: A

QUESTION 119:

What is produced when Problem Management identifies the cause of a Problem and a workaround?

- A. a Request for Change
- B. a Known Error
- C. one or more resolved incidents
- D. a resolved Problem

Answer: B

QUESTION 120:

Which of the following tasks is assigned to each process manager?

- A. ensuring the smooth running of the process
- B. setting up Service Level Agreements with the users
- C. following up on Incidents
- D. channeling data to Problem Management

Answer: A

QUESTION 121:

What information must always be included in a Request for Change (RFC)?

- A. type of problem involved
- B. a description and identification of the Configuration Items (CIs) involved
- C. number of Configuration Items (CIs) involved
- D. date and time of the notification of disruption

Answer: B

QUESTION 122:

Error Control and trend analysis of incidents are activities of which process?

- A. Incident Management
- B. Service Level Management
- C. Availability Management
- D. Problem Management

Answer: D

QUESTION 123:

Which process provides components of the IT infrastructure with a unique and systematic name (designation)?

- A. Release Management
- B. Service Level Management
- C. Configuration Management
- D. Change Management

Answer: C

QUESTION 124:

Which of the following is Availability Management responsible for?

- A. ensuring the reliability of components will carry out a required function under certain conditions over a certain period
- B. managing the negotiations with the customer with regard to availability
- C. delivering information on Service Levels to clients to determine the availability percentage
- D. Demand Management

Answer: A

QUESTION 125:

How does Problem Management differ from Incident Management?

- A. Problem Management focuses on restoration of service and Incident Management focuses on finding the cause.
- B. Problem Management generates reports and Incident Management does not.
- C. Incident Management focuses on restoration of service and Problem Management focuses on finding the cause.
- D. Incident Management focuses on registration and Problem Management does not.

Answer: C

QUESTION 126:

Which of the following is not regarded as an incident?

- A. a complaint about the service of the Service Desk
- B. a standard request for change
- C. a question about how an application works
- D. a report of a breakdown

Answer: B

QUESTION 127:

Which of the following is considered a Configuration Item (CI)?

- A. IT personnel
- B. organizational chart
- C. incident
- D. process

Answer: B

QUESTION 128:

Which of the following processes provides Problem Management with reports about the IT infrastructure?

- A. Change Management
- B. Incident Management
- C. Configuration Management
- D. Financial Management for IT Services

Answer: C

QUESTION 129:

Certain data is needed to describe an ITIL's process. This includes the objectives and the output.

What else is required?

- A. environment
- B. Configuration Management Database (CMDB)
- C. activities
- D. authorisations

Answer: C

QUESTION 130:

Managing risk is an essential part of which processes?

- A. Problem Management and Capacity Management
- B. ITService Continuity Management and Availability Management
- C. Availability Management and Service Level Management
- D. ITService Continuity Management and Financial Management for IT Services

Answer: B

QUESTION 131:

Which term is also used for routing or passing on incidents to another solution group?

- A. prioritization
- B. registration
- C. classification
- D. escalation

Answer: D

QUESTION 132:

Which process is responsible for providing information about the IT infrastructure to all other processes?

- A. Capacity Management
- B. Change Management
- C. Configuration Management

D. Problem Management

Answer: C

QUESTION 133:

One of the activities of Capacity Management involves making evaluations and predictions regarding the hardware that is required to run a new or modified application. The predictions include data about the performance levels that can be expected, the requisite hardware and the costs.

Which of the activities of Capacity Management is responsible for this?

- A. Capacity Planning
- B. Tuning
- C. Monitoring
- D. Application Sizing

Answer: D

QUESTION 134:

Which of the following tasks is a task of the Service Desk?

- A. officially approving Requests for Change (RFCs)
- B. solving incidents by looking for their underlying causes
- C. initiating escalation procedures
- D. recognizing customer requirements and subsequently adjusting the Service Level Agreements (SLAs)

Answer: C

QUESTION 135:

Which process includes developing a recovery plan?

- A. Problem Management
- B. Availability Management
- C. Capacity Management
- D. IT Service Continuity Management

Answer: D

QUESTION 136:

What is one of the possible outputs of the Problem Management process?

- A. a change request
- B. a risk analysis
- C. a Service Level Agreement
- D. a modified Configuration Item

Answer: A

QUESTION 137:

What is a Configuration Baseline?

- A. the starting point for testing new software
- B. the CI level
- C. the relationship between Configuration Items (parent-child relationships)
- D. the recorded composition (snapshot) of a CI or group of CI's to be used as a reference

Answer: D

QUESTION 138:

The Service Catalog for a network company states that LAN authorization requests will be complete within three weeks. One of the managers within the client company does not believe that this is achievable and requests a report from the network company. Which process is responsible for providing this report?

- A. Problem Management
- B. Change Management
- C. Availability Management
- D. Service Level Management

Answer: D

QUESTION 139:

What is a distributed Service Desk?

- A. a Service Desk that is located at multiple locations
- B. a Service Desk that handles both technical and functional calls
- C. a Service Desk that has knowledge in several locations in a system
- D. a Service Desk that provides service 24 hours a day from a single location

Answer: A

QUESTION 140:

Within which process is the term Mean Time To Repair (MTTR) used?

- A. Availability Management
- B. Capacity Management
- C. ITService Continuity Management
- D. Service Level Management

Answer: A

QUESTION 141:

What is a Known Error?

- A. a Problem for which the cause is known and a Workaround has been identified
- B. a Problem that is resolved
- C. a serious incident that occurs often
- D. a Problem that cannot be matched

Answer: A

QUESTION 142:

Problem Management has researched a number of incidents and has come to the conclusion that they all follow the same pattern. All PCs freeze during a spelling check in a certain word processor when the documents concerned are larger than 150 pages. Inquiries to the supplier of the software have determined that the cause of the problem is a bug in the software. The next version of the software, due to be released next year, will correct the problem. This means that the problem can only be solved at this moment by buying completely new software. What should Problem Management do after the error has been acknowledged and registered as a Known-Error in the Known-Error database?

- A. a Request for Change (RFC) must be submitted to Change Management
- B. the word processing software must be replaced by another package
- C. Release Management must remove all distributed versions of the word-processing software from the IT infrastructure
- D. the Service Desk must ask all users which replacement software they would like to use

Answer: A

QUESTION 143:

What is Demand Management?

- A. When Capacity Management determines and regulates the capacity demand.

EX0-100

- B. When the Service Desk determines the information needs.
- C. When Service Level Management determines the customer demand.
- D. When Service Level Management determines the level of customer satisfaction.

Answer: A

QUESTION 144:

The rollout of an application software upgrade has been planned. However, a back-out plan has not been developed.

Which process or function should have provided the back-out plan?

- A. Service Desk
- B. Release Management
- C. Availability Management
- D. Change Management

Answer: B

QUESTION 145:

Which process is responsible for establishing and maintaining a Known Error database?

- A. Incident Management
- B. Configuration Management
- C. Problem Management
- D. Change Management

Answer: C

QUESTION 146:

Which of the following is Proactive Problem Management?

- A. drawing up a Capacity Plan
- B. analyzing trends and identifying potential incidents
- C. analyzing incidents that have been reported and solving the underlying cause
- D. providing second-line support

Answer: B

QUESTION 147:

Among other things, ITIL describes the IT Service Management processes.

What is always described with regard to the processes?

- A. exactly how the activities must be carried out
- B. how the processes fit into the ITIL'S framework
- C. the objective(s), the activities, the inputs and outputs
- D. the cost of implementing each process

Answer: C

QUESTION 148:

Which process ensures optimal and measurable availability of IT services?

- A. ITService Continuity Management
- B. Capacity Management
- C. Service Level Management
- D. Availability Management

Answer: D

QUESTION 149:

Which process pursues a charging policy of IT costs?

- A. Financial Management for IT Services
- B. ITService Continuity Management
- C. Capacity Management
- D. Service Level Management

Answer: A

QUESTION 150:

What is a purpose of a Post Implementation Review (PIR) of an implemented Change?

- A. to be able to implement new Changes
- B. to determine which problems are related to the Change
- C. to check whether the intended goal has been achieved
- D. to be able to complete the Change

Answer: C

QUESTION 151:

Which of the following is not one of the objectives of registering incidents?

- A. generating management information
- B. updating the incident database

- C. matching incidents
- D. identifying problems

Answer: B

QUESTION 152:

What do we call protecting information against unauthorised access and use?

- A. Safety
- B. Confidentiality
- C. Availability
- D. Integrity

Answer: B

QUESTION 153:

Who is responsible for accepting a Request for Change (RFC)?

- A. the recipient of the RFC
- B. the person who submitted the RFC
- C. the Change Manager
- D. the Change Advisory Board

Answer: C

QUESTION 154:

Who is responsible for ensuring that security measures are followed during changes?

- A. the Release Manager
- B. the Security Manager
- C. the Change Manager
- D. the Board of Directors

Answer: C

QUESTION 155:

Which of the following processes is most closely related to Release Management?

- A. Configuration Management
- B. Service Level Management
- C. Capacity Management
- D. Availability Management

Answer: A

QUESTION 156:

Which process is aimed at restoring IT Services as soon as possible after the organization has been hit by a lengthy interruption?

- A. Problem Management
- B. ITService Continuity Management
- C. Availability Management
- D. Capacity Management

Answer: B

QUESTION 157:

Which process is responsible for implementing and maintaining access security?

- A. Security Management
- B. Change Management
- C. Availability Management
- D. Release Management

Answer: A

QUESTION 158:

Which process ensures that an interruption in the provision of services is diagnosed as quickly as possible?

- A. Problem Management
- B. Incident Management
- C. Service Level Management
- D. Change Management

Answer: B

QUESTION 159:

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

- A. guaranteeing the Configuration Items are continuously updated
- B. analyzing the Service Windows
- C. providing reports on availability
- D. creating and maintaining recovery options

Answer: D

QUESTION 160:

What is a Delta Release?

- A. a Release with a longer period of stability for the user
- B. a Release of only modified software or hardware
- C. a program, including the modifications, that is distributed
- D. a number of smaller improvements and fixes on Known Errors

Answer: B

QUESTION 161:

What is an example of the 'control' activity in the Configuration Management process?

- A. performing audits to check that the CMDB is accurate
- B. ensuring that the contents of the CMDB remain up to date
- C. registering all components in the CMDB
- D. checking the CI-lifecycle

Answer: B

QUESTION 162:

In which of the following activities are the priority and the category of a Change determined?

- A. registering a Request for Change (RFC)
- B. planning a change
- C. accepting a Request for Change (RFC)
- D. classifying a Request for Change (RFC)

Answer: D

QUESTION 163:

Which process is responsible for recording the logical and physical relationships between the various components of the IT infrastructure?

- A. Release Management
- B. Configuration Management
- C. Availability Management
- D. Incident Management

Answer: B

QUESTION 164:

The incident reports from the previous month indicate that the average recovery period was two hours.

What does this mean?

- A. This means that it took an average of two hours for the user to report the incident to the Service Desk.
- B. This means that it took an average of two hours before the service, after repairs, was made available to the user.
- C. This means that in that month, a randomly selected incident was remedied within two hours.
- D. This means that incidents lasted an average of two hours during that month.

Answer: B

QUESTION 165:

In Financial Management for IT Services, what does the Accounting activity ensure?

- A. that negotiations can be held about the price of a service
- B. that a budget is allocated to the IT organization every year
- C. that a certain percentage of profit is made for each service or product
- D. that the amount of money the IT organization is spending is known and has been calculated (for each service)

Answer: D

QUESTION 166:

Why is it important that the Service Desk attempts to link an incident to a Known Error?

- A. because this allows incidents to be better tracked
- B. because otherwise Problem Management cannot work
- C. because this is part of the ITIL'S management model
- D. because this means the incident can be resolved more quickly

Answer: D

QUESTION 167:

What information does Configuration Management provide to the IT management of an organization?

- A. deviations from the specified service levels
- B. number of incidents per category
- C. time spent on investigation and diagnosis by each department
- D. growth of the IT infrastructure

Answer: D

QUESTION 168:

A supplier of communication equipment offers the client a choice of three different maintenance contracts when purchasing a fax machine.
In which document will the external supplier register the client's choice?

- A. Underpinning Contract
- B. Service Catalog
- C. Service Level Agreement
- D. Operational Level Agreement

Answer: C

QUESTION 169:

Which process provides input to Change Management for estimating the impact of a change?

- A. Configuration Management
- B. Problem Management
- C. Release Management
- D. Incident Management

Answer: A

QUESTION 170:

Which process reports about software failures resulting from software changes?

- A. Problem Management
- B. Service Level Management
- C. Incident Management
- D. Change Management

Answer: C

QUESTION 171:

What is the most common process that is associated with the Service Desk?

- A. Service Level Management
- B. Incident Management
- C. Change Management
- D. Configuration Management

Answer: B

QUESTION 172:

Problem Management has submitted a Request for Change (RFC) to Change Management. The request is to replace all desktop hard disks of brand X and type Y.

Which sequential steps should be taken to carry out the change?

- A. Recording, Implementation, Testing, Completion, Reporting
- B. Scheduling, Implementation, Testing, Review
- C. Acceptance of Request for Change, Scheduling, Building, Testing, Implementation, Review, Completion
- D. Implementation and Testing, Recording, Reporting, Review, Completion

Answer: C

QUESTION 173:

The Definitive Software Library (DSL) and the Definitive Hardware Store (DHS) are terms used when distributing software and hardware.

Which process is responsible for keeping the DSL and the DHS up-to-date?

- A. Computer Installations and Acceptance
- B. Capacity Management
- C. Configuration Management
- D. Release Management

Answer: D

QUESTION 174:

When can the building and testing of a Change begin?

- A. As soon as there is a correct network plan for the change.
- B. As soon as the impact analysis has been discussed by the members of the Change Advisory Board.
- C. As soon as the Request for Change (RFC) has been formally authorized.
- D. As soon as the Request for Change (RFC) has been classified.

Answer: C

QUESTION 175:

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends.
Which aspect of Problem Management accomplishes this?

- A. Error Control
- B. Identification of root causes
- C. Proactive Problem Management
- D. Problem Control

Answer: C

QUESTION 176:

A user has forgotten his password and asks the Service Desk for a new password.
What type of request does this involve?

- A. a Service Request
- B. an Information Request
- C. a Request for Change (RFC)
- D. a Standard Change

Answer: A

QUESTION 177:

Which document or activity should be completed before a Recovery Plan can be formalized?

- A. Security Plan
- B. Risk Analysis
- C. Capacity Plan
- D. Availability Plan

Answer: B

QUESTION 178:

What is Error Control responsible for in Problem Management?

- A. managing the Known Errors

- B. finding the root cause of the problem
- C. tracing problems
- D. implementing a solution for the error

Answer: A

QUESTION 179:

Which process is responsible for keeping the Configuration Management Database (CMDB) up to date?

- A. Incident Management
- B. Release Management
- C. Configuration Management
- D. Change Management

Answer: C

QUESTION 180:

Which process includes the responsibility of recovering the service as quickly as possible?

- A. Incident management
- B. ITService Continuity Management
- C. Availability Management
- D. Problem Management

Answer: A

QUESTION 181:

Which of the following indicators is a performance indicator for the Problem Management process?

- A. the time needed to compile a problem report
- B. the time needed to record problems
- C. the time needed to solve problems
- D. the time needed to implement solutions

Answer: C

QUESTION 182:

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory

because its size has proven to be insufficient.
Which process should have prevented this from happening?

- A. Capacity Management
- B. Configuration Management
- C. Service Level Management
- D. Availability Management

Answer: A

QUESTION 183:

Which of the following is an example of a Configuration Item (CI)?

- A. serial number
- B. supplier of an Underpinning Contract (UC)
- C. Service Catalog
- D. location of a server

Answer: C

QUESTION 184:

Which of the following factors partly determines the priority of an incident?

- A. the wishes of the customer
- B. the requisite resources
- C. the category
- D. the impact

Answer: D

QUESTION 185:

Who is responsible for tracking and monitoring an incident resulting from an implemented change?

- A. Change Manager
- B. Problem Management staff
- C. Service Desk staff
- D. Service Level Manager

Answer: C

QUESTION 186:

EX0-100

Which process is specifically responsible for preventing unauthorized access to data systems?

- A. ITService Continuity Management
- B. Service Level Management
- C. Capacity Management
- D. Security Management

Answer: D

QUESTION 187:

What is another name for a deviation from the standard operation of a service?

- A. Service Request
- B. Functional Request
- C. Problem
- D. Incident

Answer: D

QUESTION 188:

What group will the Change Manager convene in case of a complex change in the IT infrastructure?

- A. the Management Team
- B. the Service Management
- C. the Problem Management
- D. the Change Advisory Board

Answer: D

QUESTION 189:

IT Service Continuity Plans (ITSC Plans) are often forgotten and not being kept up-to-date for various reasons.

Which process could assist IT Service Continuity Management in ensuring this does not happen?

- A. Security Management
- B. Financial Management for IT Services
- C. Change Management
- D. Availability Management

Answer: C

QUESTION 190:

In which of the following are the agreements on security between a customer and the IT organization recorded?

- A. Service Improvement Plan
- B. Service Level Requirement
- C. Service Level Agreement
- D. Underpinning Contract

Answer: C

QUESTION 191:

A Change leads to a modification of an element of IT.
Which of the following terms best describes the element being modified?

- A. a deployed infrastructure
- B. a Configuration Item
- C. a developed application
- D. a Service

Answer: B

QUESTION 192:

What information is not required to set up a process?

- A. the process owner
- B. the objective
- C. the trigger (input)
- D. the desired results (output)

Answer: A

QUESTION 193:

Which process checks whether Requests for Change (RFCs) regarding the IT infrastructure are logical, feasible and/or necessary?

- A. Service Level Management
- B. Configuration Management
- C. Capacity Management
- D. Change Management

Answer: D

QUESTION 194:

What is an Underpinning Contract?

- A. a contract with an internal customer
- B. a contract with an external customer
- C. a contract with an external supplier
- D. a contract with an internal supplier

Answer: C

QUESTION 195:

For which process is the Modeling activity a powerful instrument to make predictions about the behavior of the infrastructure?

- A. Financial Management for IT Services
- B. Availability Management
- C. Capacity Management
- D. Change Management

Answer: C

QUESTION 196:

Which process involves the use of a CAB?

- A. Change management
- B. Supplier Management
- C. Service Level Management
- D. Problem Management

Answer:

QUESTION 197:

What is the iterative model called that is associated with the waterfall lifecycle, stipulates the definition of service requirements; followed by service requirements validation and the planning of user acceptance testing?

- A. RACI chart
- B. Plan, Do, Check, Act
- C. Service V-Model

D. Technical observation point (TOP)

Answer: C

QUESTION 198:

A secure repository, where authorized versions of all media CIs are protected and stored, is known as what?

- A. Configuration Management System (CMS)
- B. Assess Management System
- C. Definitive Media Library (DML)
- D. Knowledge Management System (KMS)

Answer: C

Explanation: The DML or "Definitive Media Library" Stores all media Configuration Items.

QUESTION 199:

The successful diagnosis of a problem results in a Known Error. On the basis of this Known Error a Request for Change may be raised.
When can the Known Error be closed?

- A. When a review of the change has led to a satisfactory result.
- B. When incidents related to the Known Error do not occur any more.
- C. When the proposal for change is lodged with Change Management.
- D. When the Request for Change is authorized by the Change Advisory Board.

Answer: A

Explanation: Error Control is the process of monitoring and providing solutions for known errors until they are resolved. Error Control contains the following activities:

Known Error Identification and Recording - Once the root cause has been determined, the problem status changes to known error. A workaround is developed to feed back to Incident Management to handle further incidents that occur before a final solution is implemented. The known error definition can also be sent to the known error database to be used in the matching process.

Solution Investigated

- An assessment is performed on what will be required to resolve the known error. This activity could consist of cross-functional teams to weigh different solutions on various criteria including costs and benefits.

Defining Solution - A final solution is developed and a Request for Change (RFC) is made via the Change Management Process.

EX0-100

Problem Evaluation and Review - After the change has been implemented, a Post Implementation Review (PIR) is performed to evaluate the success of the solution and associated changes

Closure - Assuming the problem review declares the solution as successful, the problem is finally closed.

QUESTION 200:

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

- A. Availability Management
- B. Change Management
- C. Incident Management
- D. Problem Management

Answer: C

Explanation: ITIL terminology defines an incident as: Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.

The first goal of the incident management process is to restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

QUESTION 201:

When must a Post Implementation Review take place?

- A. after every Change
- B. at the request of the person who submitted the Change request
- C. in case of emergency changes
- D. if another incident of the same type occurs again after a Change has been made

Answer: A

Explanation: A Post Implementation Review (PIR) is a formal review of a programme or project. It is used to answer the question: Did we achieve what we set out to do, in business terms and if not, what should be done? The PIR must be a part of every change process.

QUESTION 202:

Which activity is not the responsibility of IT Service Continuity Management?

- A. analyzing risks

- B. testing back-out arrangements
- C. drawing up back-out scenarios
- D. executing impact analyses of incidents related to the back-out facilities

Answer: D

Explanation: Business Continuity Management (BCM) is concerned with managing risks to ensure that at all times an organisation can continue operating to, at least, a pre-determined minimum level. The BCM process involves reducing the risk to an acceptable level and planning for the recovery of business processes should a risk materialize and a disruption to the business occur. A structured Incident Management processes includes classification, categorisation, impact and priority assessment, and monitoring and tracking of incidents.

QUESTION 203:

Which ITIL process has the objective of helping to monitor the IT services by maintaining a logical model of the IT infrastructure and IT services?

- A. Capacity Management
- B. Change Management
- C. Configuration Management
- D. Financial Management for IT services

Answer: C

Explanation:

Configuration Management is the implementation of a database (Configuration Management Database - CMDB) that contains details of the organisation's elements that are used in the provision and management of its IT services. This is more than just an 'asset register', as it will contain information that relates to the maintenance, movement, and problems experienced with the Configuration Items.

QUESTION 204:

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance.
Which of the following answers specifies the correct sequence for these steps?

- A. Act - Check - Do - Plan
- B. Check - Plan - Act - Do
- C. Do - Plan - Check - Act
- D. Plan - Do - Check - Act

Answer: D

EX0-100

Explanation: The Deming's quality circle is also known as Deming's PDCA circle, Plan - Do - Check - Act.

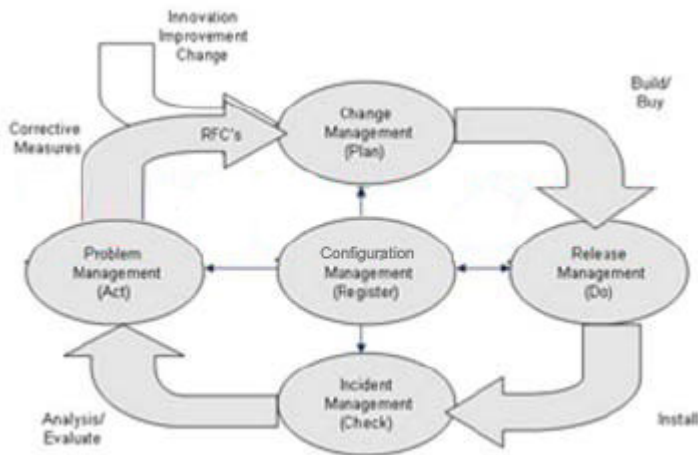
QUESTION 205:

The Deming quality circle is a model for control based on quality.
Which step in this model must be taken first?

- A. adjustment
- B. measurement
- C. planning
- D. implementation

Answer: C

Explanation:



QUESTION 206:

A process is a logically coherent series of activities for a pre-defined goal.
What is the process owner responsible for?

- A. setting up the process
- B. implementing the process
- C. describing the process
- D. the result of the process

Answer: D

Explanation: The process owner is responsible for the result of the process and has to actively work with improving the structure and flow of the process.

QUESTION 207:

What is the difference between a process and a project?

- A. A process is continuous and has no end date, whereas a project has a finite lifespan.
- B. A project is continuous and has no end date, whereas a process has a finite lifespan.
- C. A process stops when the objective has been achieved, whereas a project does not stop when the objective is met.
- D. In a project the focus is not on the result, whereas with a process the result is important.

Answer: A

Explanation: Projects are objective-based and have clear start and end points (although I've been on some projects that never seemed to end, but that's another story). Operational processes are those that continue ad infinitum and are typically sustaining in nature.

QUESTION 208:

What is the basis of the ITIL approach to Service Management?

- A. departments
- B. IT resources
- C. officials
- D. interrelated activities

Answer: D

Explanation: The definition of a process - A process is a set of interrelated activities and/or subprocesses and/or (sub)stages with a common goal, and ITIL focuses on best practice (process) that can be utilized in different ways according to need.

QUESTION 209:

Which of the following is a benefit of using ITIL?

- A. that the users can influence the IT organization providing the IT services
- B. that the quality and the costs of the IT services can be controlled more efficiently
- C. that the organization around the IT services can be set up faster
- D. that it is finally possible to charge for IT services

Answer: B

Explanation:

By improving the processes around IT, the organization can begin to:

EX0-100

- Improve resource utilization
 - Be more competitive
 - Decrease rework
 - Eliminate redundant work
 - Improve upon project deliverables and time
 - Improve availability, reliability and security of mission critical IT-services
 - Justify the cost of service quality
 - Provide services that meet business, customer and user demands
 - Integrate central processes
 - Document and communicate roles and responsibilities in service provision
 - Learn from previous experience
 - Provide demonstrable performance indicators
-

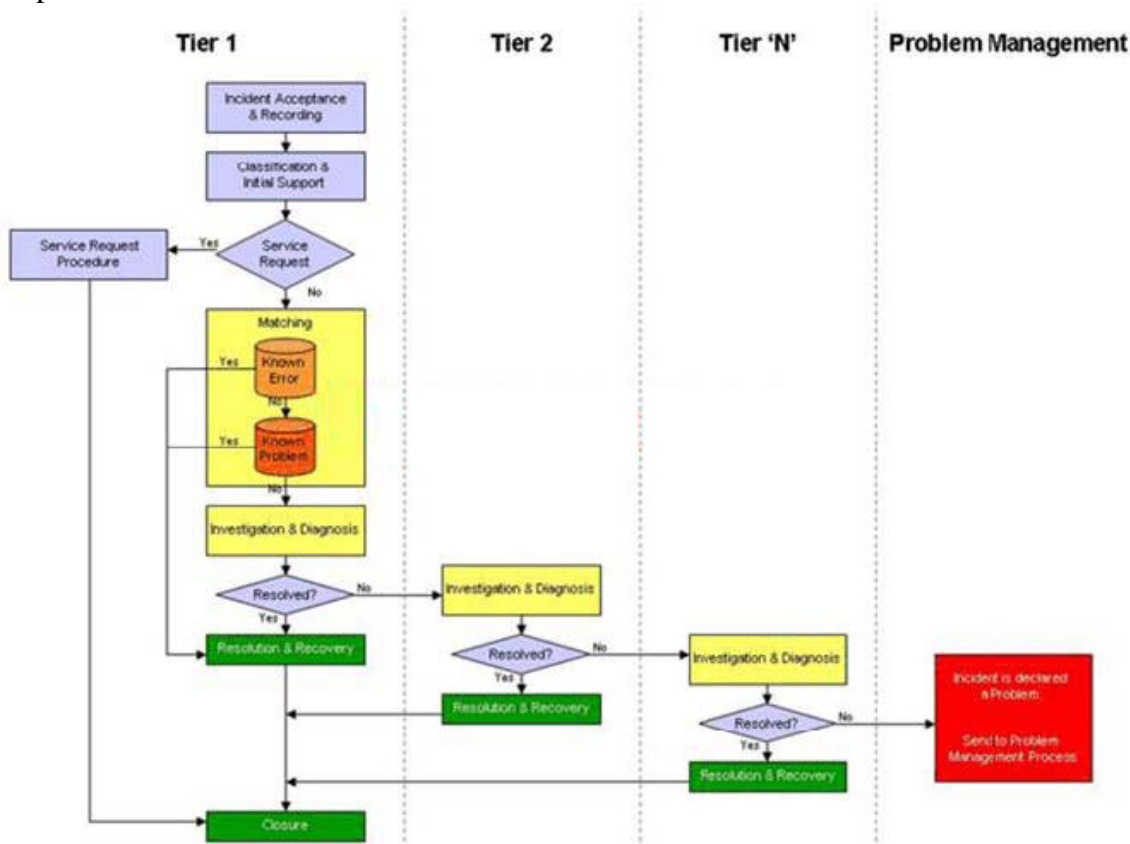
QUESTION 210:

Which activity takes place immediately after recording and registering an incident?

- A. analysis and diagnosis
- B. classification
- C. matching
- D. solving and restoring

Answer: B

Explanation:



QUESTION 211:

In an organization, the purchasing department has relocated internally - not just the people, but also their IT resources. A Service Desk employee has been commissioned to relocate this department's workstations.

In which ITIL process is this employee now playing a role?

- A. Change Management
- B. Incident Management
- C. Problem Management
- D. Configuration Management

Answer: A

Explanation: Change Management provides a way of managing and controlling the way changes are initiated, assessed, planned for, scheduled and implemented. The scope of Change Management may include, but is not limited to:

1. components of the IT infrastructure (e.g. hardware, software and documentation)
2. IT services (SLAs)
3. IT service organizations (e.g. organizational structure and procedures).

QUESTION 212:

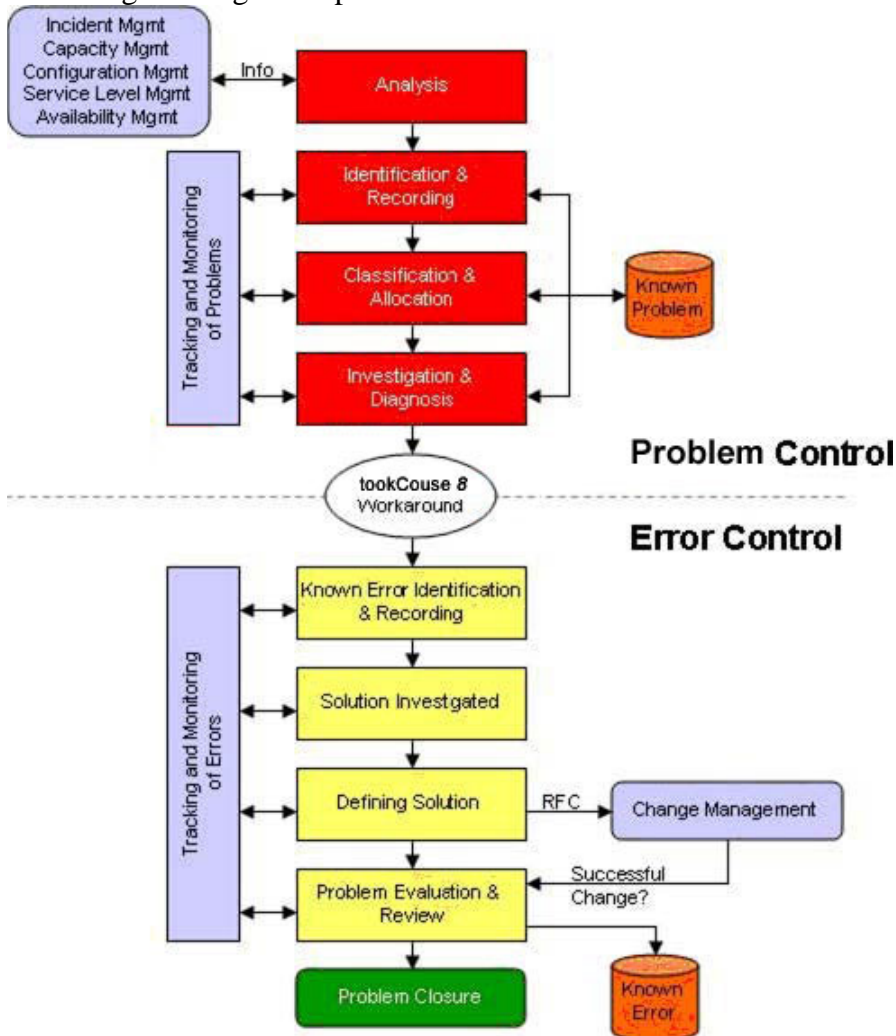
Information is regularly exchanged between Problem Management and Change Management.

What information is this?

- A. Known Errors from Problem Management, on the basis of which Change Management can generate Requests for Change (RFCs)
- B. RFCs resulting from Known Errors
- C. RFCs from the users that Problem Management passes on to Change Management
- D. RFCs from the Service Desk that Problem Management passes on to Change Management

Answer: B

Explanation: As shown in the figure there is a Request For Change that is sent to the Change Management process once a solution is defined for a Known Error.



QUESTION 213:

In IT Service Continuity Management various precautionary measures are taken, for example using an emergency power provision.

Which of the following ITIL processes could also initiate this kind of measure?

- A. Availability Management
- B. Capacity management
- C. Change Management
- D. Incident Management

Answer: A

Explanation: Availability Management is concerned with design, implementation, measurement and management of IT services to ensure the stated business requirements for availability are consistently met. Availability Management requires an understanding of the reasons why IT service failures occur and the time taken to resume service. Incident Management and Problem Management provide a key input to ensure the appropriate corrective actions are being progressed.

QUESTION 214:

Which statement best describes the role of the Service Desk?

- A. The Service Desk functions as the first contact for the customer.
- B. The primary task of the Service Desk is to investigate problems.
- C. The Service Desk ensures that the agreed IT service is available.
- D. The Service Desk ensures that the telephone is always manned.

Answer: A

Explanation: The service desk is the single contact point for the customers to record their problems. It will try to resolve it, if there is a direct solution or will create an incident.

QUESTION 215:

Which ITIL process or which ITIL department has responsibilities that include distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management
- D. Service Desk

Answer: D

Explanation:

The common Service Desk functions include:

- Receiving calls, first-line customer liaison
- Recording and tracking incidents and complaints
- Keeping customers informed on request status and progress
- Making an initial assessment of requests, attempting to resolve them or refer them to someone who can
- Monitoring and escalation procedures relative to the appropriate SLAs
- Identifying problems
- Closing incidents and confirmation with the customers
- Coordinating second-line and third line support

QUESTION 216:

Which activity is not a Service Desk activity?

- A. registering Incidents
- B. solving a Problem
- C. relating an incident to a Known Error
- D. applying temporary fixes

Answer: B

Explanation: The IT Infrastructure Library approach to a Service Desk acts as the central point of contact between service providers and users/customers, on a day-to-day basis. It is also a focal point for reporting Incidents and for users making service requests. It handles incidents and service requests, as well as providing an interface, with users, for other Service Management activities such as Change, Problem, Configuration, Release, Service Level and IT Service Continuity Management. The Service desk is the point of contact to the problem solvers and change managers but they do not perform these tasks themselves.

QUESTION 217:

Who is responsible for tracking and monitoring an incident?

- A. Problem Manager
- B. Problem Management staff
- C. Service Desk
- D. Service Level Manager

Answer: C

Explanation:

The common Service Desk functions include:

EX0-100

- Receiving calls, first-line customer liaison
 - Recording and tracking incidents and complaints
 - Keeping customers informed on request status and progress
 - Making an initial assessment of requests, attempting to resolve them or refer them to someone who can
 - Monitoring and escalation procedures relative to the appropriate SLAs
 - Identifying problems
 - Closing incidents and confirmation with the customers
 - Coordinating second-line and third line support
-

QUESTION 218:

The Service Desk receives different types of calls.
Which of the following is an incident?

- A. information about the rollout of a specific application
- B. a notification that a new toner cartridge has just been installed in a printer
- C. a system message that a printer is not working
- D. a request to install a new bookkeeping package

Answer: C

Explanation: An incident is defined as:

Any event which is not a part of the standard operation of a system that causes, or may cause, an interruption to, or a reduction in, the quality of service.

QUESTION 219:

Which of the following is a department rather than a process?

- A. Change Management
- B. Incident Management
- C. Problem Management
- D. Service Desk

Answer: D

Comment: While ITIL suggests that the Service Desk is a function and not a process, it has been observed that the Service Request process followed by the service desk is in fact a process.

QUESTION 220:

One of Problem Management's tasks is to proactively prevent incidents.

Which of the following is a Problem Management activity that can be categorized as being proactive?

EX0-100

- A. analyzing reported incidents in order to make recommendations
- B. delivering second-line support, should problems occur
- C. making agreements with the customer using Service Level Agreements
- D. employing more Problem Managers

Answer: A

Explanation: Problem prevention ranges from prevention of individual Problems, such as repeated difficulties with a particular feature of a system, through to strategic decisions. Problem prevention also includes information being given to Customers that negates the need to ask for assistance in the future. Analysis focuses on providing recommendations on improvements for the Problem solvers. The main activities within proactive Problem Management processes are trend analysis and the targeting of preventive action.

QUESTION 221:

One of the objectives of Problem Management is to minimize the impact of problems on IT services.

Which activity needs to be carried out by Problem Management in order to achieve this?

- A. ensuring the availability of the IT infrastructure
- B. giving second-line support when problems occur
- C. maintaining relations with suppliers
- D. managing Known Errors

Answer: D

Explanation: Managing Known Errors, or Error Control, is a vital part of the Problem Management process, this part of the Problem Management process is used once the root cause for a problem is identified. Without the Error Control there would never be any solutions and closure of problems.

QUESTION 222:

Which status is a problem assigned once its cause has been identified?

- A. Incident
- B. Known Error
- C. Work-around
- D. Request for Change (RFC)

Answer: B

Explanation: Once the root cause for a problem is identified the problem is

transferred into the Error Control part of the Problem Management process and the problem is classified as a Known Error (possibly with a work-around).

QUESTION 223:

Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

- A. Problem Analysis
- B. Error Control
- C. Monitoring
- D. Proactive Problem Management

Answer: B

Explanation: Once a problem is classified as a Known Error it is transferred from Problem Control to Error Control. Within the Error Control activity the work with defining a solution to the Known Error starts, once a solution is produced a RFC is sent to Change Management prior to deploying the solution.

QUESTION 224:

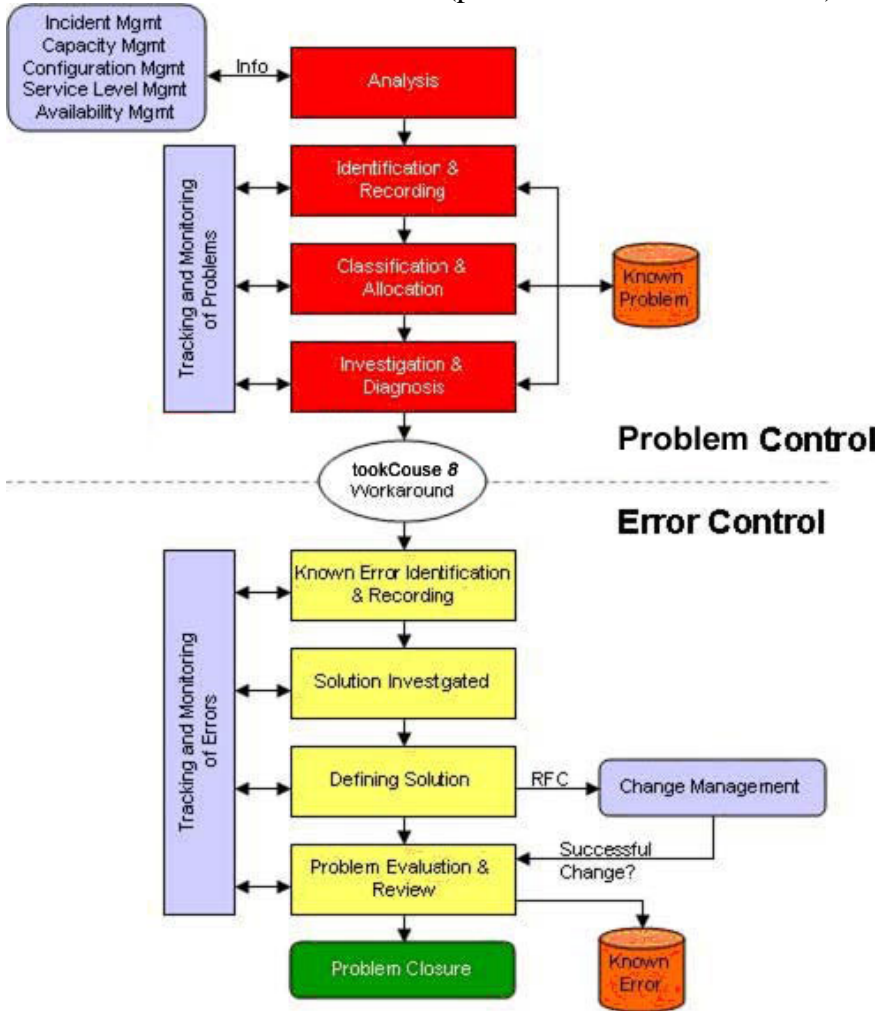
When the cause of one or more incidents is not known, additional resources are assigned to identify the cause.
Which ITIL process is responsible for this?

- A. Capacity Management
- B. Incident Management
- C. Problem Management
- D. Service Level Management

Answer: C

Explanation: Refer to the Problem Management process which shows you how it is divided into two parts. One that works with problems with an unknown cause and

one that works with known errors (problem with a known cause)



QUESTION 225:

Which ITIL process provides change proposals in order to eliminate structural errors?

- A. IT Service Continuity Management
- B. Availability Management
- C. Security Management
- D. Problem Management

Answer: D

Explanation: Once a solution is defined for a known error in the Problem Management process a change proposal, or Request for Change (RFC), is sent to the Change Management. Once the change is committed the Problem Management process continues with a Post Implementation Review (PIR) and if the changes made solved the problem then the process continues to the Problem Closure stage.

Remember, Problem Management produces solutions and Change Management deploys the solutions throughout the organization.

QUESTION 226:

When is a Known Error identified?

- A. When the cause of the problem is known.
- B. When the incident has been sent to Problem Management.
- C. When the problem is known.
- D. When the problem has been resolved.

Answer: A

Explanation: Once the cause is known for a problem the problem is classified as a known error and a work-around may be provided until a solution is produced and deployed.

QUESTION 227:

Which of the following tasks is part of proactive Problem Management?

- A. making a change to resolve a problem
- B. registering frequently occurring errors
- C. analyzing trends
- D. managing Known Errors

Answer: C

Explanation: Problem prevention ranges from prevention of individual Problems, such as repeated difficulties with a particular feature of a system, through to strategic decisions. Problem prevention also includes information being given to Customers that negates the need to ask for assistance in the future. Analysis focuses on providing recommendations on improvements for the Problem solvers. The main activities within proactive Problem Management processes are trend analysis and the targeting of preventive action.

QUESTION 228:

Which ITIL process is responsible for tracing the underlying cause of errors?

- A. Capacity Management
- B. Incident Management
- C. Problem Management
- D. Security Management

Answer: C

Explanation: In ITIL, a "Problem" is defined as: "An unknown underlying cause of one or more incidents." Therefore Problem Management should be responsible for tracing the underlying cause of errors.

QUESTION 229:

Which of the following is an example of proactive Problem Management?

- A. a report regarding the Problem Management process
- B. a trend analysis
- C. an urgent change
- D. a change request

Answer: B

Explanation:

Problem prevention ranges from prevention of individual Problems, such as repeated difficulties with a particular feature of a system, through to strategic decisions. Problem prevention also includes information being given to Customers that negates the need to ask for assistance in the future. Analysis focuses on providing recommendations on improvements for the Problem solvers. The main activities within proactive Problem Management processes are trend analysis and the targeting of preventive action.

QUESTION 230:

How does Problem Management contribute to a higher solution percentage of first-line support?

- A. by analyzing open incidents
- B. by evaluating incidents with the customer
- C. by preventing incidents
- D. by making a knowledge database available

Answer: D

Explanation: By capturing all knowledge from solving problems into a knowledge database, and making them available to the service desk you empower tier one support to perform more diagnostic and repair tasks and freeing up tier three support for proactive management.

QUESTION 231:

What is the primary task of Error Control?

- A. checking problems and incidents
- B. classifying and defining the priorities of problems
- C. correcting Known Errors
- D. providing information to the users

Answer: C

Explanation: Error control is all about finding the solution to a known error. Checking problems and incidents, and classifying and defining the priorities is in the Problem Control part of Problem Management. Information to users is provided through the service desk.

QUESTION 232:

What is the term used for a situation derived from a series of incidents with the same characteristics?

- A. a Change Request
- B. a Known Error
- C. a Problem
- D. a Service Call

Answer: C

Explanation: In ITIL, a "Problem" is defined as: "An unknown underlying cause of one or more incidents." If you have a series of incidents with the same characteristics they probably have the same underlying cause and in order to solve these incidents before they appear in the future you should send this to the Problem Management process in order to solve the cause of the problem.

QUESTION 233:

What is meant by the urgency of an incident?

- A. the degree to which the solution of an incident tolerates delay
- B. the degree to which the incident gives rise to a deviation from the normal service level
- C. the time needed by IT Services to resolve the incident
- D. the relative importance of the incidents when handling them

Answer: A

Explanation: Impact and the Urgency of the Incident together decide the Priority. Severity comes from the events that are identified by the monitoring tools. Severity can be mapped directly to the "Impact to the Business."
What factors influence the Priority?

1. Impact - Severity of the Incident. This is the measure of the impact to the business
2. Urgency - How much delay can be tolerated in fixing the issue? How quickly it should be resolved
3. Customer Importance - ie; a call from the CEO
4. Resources required to fix the issue
5. Potential cost of non-resolution
6. Disruption of service to the customer

QUESTION 234:

Certkiller .com calls the Service Desk and reports that the system is slow. He asks whether he can be given another PC like his colleague's, which is much faster. Which term is applicable to this situation?

- A. Classification
- B. Incident
- C. Problem
- D. Request for Change

Answer: B

Explanation: The reason for the call is the slow system which is an incident with an unknown underlying cause.

QUESTION 235:

Reports of different types arrive at a Service Desk. Which of the following reports is an incident?

- A. information about the departure time of the train to London
- B. a question about where the manual is
- C. a report that the printer is not working
- D. a request for the installation of a new bookkeeping package

Answer: C

Explanation: ITIL terminology defines an incident as: Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.

QUESTION 236:

Which ITIL process has the following objective?
Correcting malfunctions in the services as quickly as possible by minimizing the consequences of the malfunctions, so that the user is hindered as little as possible.

- A. Availability Management

- B. Change Management
- C. Incident Management
- D. Problem Management

Answer: C

Explanation: The objective of Incident Management is to restore service as quickly as possible. Therefore, an incident is active until service is verified as restored. The objective of Problem Management is to minimize the economic impact of service disruption by diagnosing the root causes of incidents, gathering information on known errors and by providing workarounds, temporary fixes, and permanent fixes. The objective of Change Management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to controlled IT infrastructure, in order to minimize the number and impact of any related Incidents upon service. Availability management focuses on optimizing the capability of the IT infrastructure, services and supporting organizations to deliver a cost-effective and sustained level of availability that enables the business to satisfy its business objectives.

QUESTION 237:

What is the first step when registering an incident?

- A. record the incident data
- B. assign an incident number
- C. perform matching
- D. determine the priority

Answer: B

Explanation: An incident number (or ticket) is assigned and given to the user who reports the incident so that he can return to check status on "his" incident. This ticket will also help tracing the incident through the various processes.

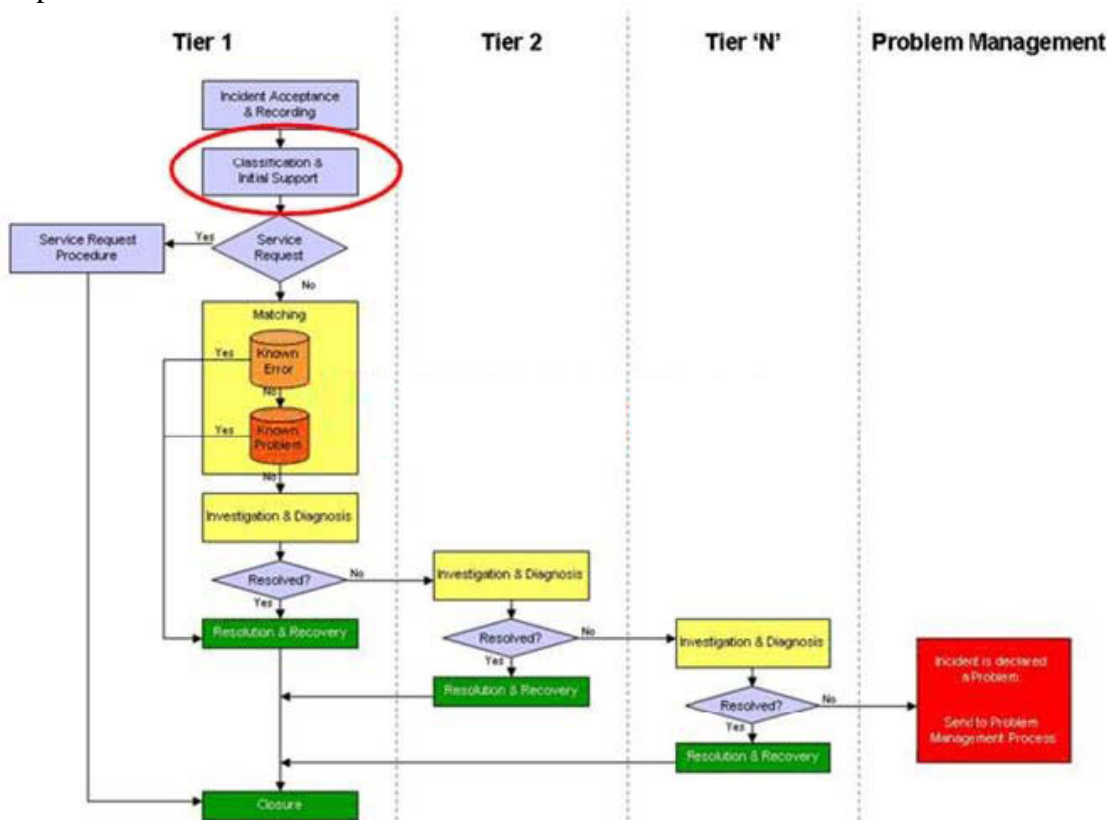
QUESTION 238:

Which ITIL process has the task of classifying incoming interruption reports?

- A. Change Management
- B. Incident Management
- C. Problem Management
- D. Security Management

Answer: B

Explanation:



QUESTION 239:

Which of the following parties involved in an incident determines whether that incident can be closed?

- A. purchaser of the services
- B. user
- C. employee of the Service Desk
- D. Service Manager

Answer: B

Explanation: If the user is satisfied with the solution to an incident, then and only then, can the incident be closed.

QUESTION 240:

What is the use of additional technical expertise in the Incident Management process called?

- A. incident classification
- B. functional escalation

- C. resolution and recovery of the incident
- D. problem analysis

Answer: B

Explanation:

Escalation - Passing information and/or requesting action on an Incident, Problem or Change to more senior staff (hierarchical escalation) or other specialists (functional escalation). Functional Escalation is sometimes called Referral.

QUESTION 241:

Of which ITIL process are Reliability, Serviceability and Maintainability components?

- A. IT Service Continuity Management
- B. Service Level Management
- C. Problem Management
- D. Availability Management

Answer: D

Explanation:

Availability is usually calculated on a model involving the Availability Ratio and techniques such as Fault Tree Analysis, and includes the following elements:

Serviceability - Where a service is provided by a 3rd party organization, this is the expected availability of a component.

Reliability - the time for which a component can be expected to perform under specific conditions without failure.

Recoverability - the time it should take to restore a component back to its operational state after a failure.

Maintainability - the ease with which a component can be maintained, which can be both remedial and preventative.

Resilience - the ability to withstand failure.

Security - the ability of components to withstand breaches of security.

QUESTION 242:

What is the meaning of the term Serviceability?

- A. the degree of availability of the IT services that can be offered
- B. the degree of support that the Service Desk provides to the customer
- C. the degree to which the provision of IT services can be supported by maintenance contracts
- D. the degree to which the services agreed in the Service Level Agreement (SLA) are complied with

Answer: C

Explanation:

Serviceability - Where a service is provided by a 3rd party organization, this is the expected availability of a component.

QUESTION 243:

What does Mean Time To Repair (MTTR) mean?

- A. average uptime of a service
- B. average downtime of a service
- C. average time between two consecutive incidents
- D. average time of the breakdown-free period within a measured period

Answer: B

Explanation:

While MTBF (Mean Time Between Failures) measures the time between failures, MTTR measures the time between the service interruption and service restoration. MTTR includes problem diagnosis and problem repair. When changes are uncontrolled and unmanaged, MTTR is dominated by problem diagnosis.

QUESTION 244:

Which ITIL process manager requires a report specifying the duration of an interruption of a Configuration Item?

- A. Availability Manager
- B. Incident Manager
- C. Problem Manager
- D. Service Level Manager

Answer: A

Explanation: Availability Management is the practice of identifying levels of IT Service availability for use in Service Level Reviews with Customers. All areas of a service must be measurable and defined within the Service Level Agreement (SLA) and therefore any planned configurations must be reported to the Availability Manager so that he can check the interruption against SLA's in use.

QUESTION 245:

The Application Sizing activity is part of Capacity Management.
What is Application Sizing?

- A. measuring the load that an application places on the hardware
- B. checking how an application has grown
- C. keeping the capacity used by the applications up-to-date
- D. determining the hardware capacity required to support new (or adapted) applications

Answer: D

Explanation: Capacity Management is the discipline that ensures IT infrastructure is provided at the right time in the right volume at the right price, and ensuring that IT is used in the most efficient manner.

Application Sizing involves input from many areas of the business to identify what services are (or will be) required, what IT infrastructure is required to support these services, what level of Contingency will be needed, and what the cost of this infrastructure will be.

These are inputs into the following Capacity Management processes:

1. Performance monitoring
2. Workload monitoring
3. Application Sizing ITIL
4. Resource forecasting
5. Demand forecasting
6. Modeling

QUESTION 246:

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day.

What part of the Capacity Management process does this refer to?

- A. Application Sizing
- B. Modeling
- C. Application Management
- D. Demand Management

Answer: D

Explanation: Through Demand Management the Capacity Manager can (by understand the demands being made currently, and how they will change over time) influence on demand for resources

QUESTION 247:

For what is Capacity Management responsible?

- A. Security
- B. Resource Management
- C. Maintainability

D. Serviceability

Answer: B

Explanation: The Capacity Manager's primary goal is to ensure that IT capacity meets current and future business requirements in a cost-effective manner.

QUESTION 248:

Which ITIL process is responsible for determining the hardware necessary in order to support an application?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Configuration Management

Answer: B

Explanation: The Capacity Manager's primary goal is to ensure that IT capacity meets current and future business requirements in a cost-effective manner.

QUESTION 249:

An analysis has been made regarding the expansion of the customer information database. The result indicates that the mainframe disk capacity must be increased, to accommodate the expected growth of the database in the foreseeable future. Which process is responsible for sharing this information on time, to make sure that the available disk space is sufficient?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Security Management

Answer: B

Explanation: The Capacity Manager's primary goal is to ensure that IT capacity meets current and future business requirements in a cost-effective manner.

QUESTION 250:

The cash registers in a supermarket experience network disruptions daily between 4 p.m. and 6 p.m.

Which ITIL process is responsible for solving these difficulties on a structural basis?

- A. Availability Management
- B. Capacity Management
- C. Incident Management
- D. Problem Management

Answer: D

Explanation: As this is a reoccurring incident it will be classed as a problem and the Problem Manager has to find the underlying cause of the network disruptions.

QUESTION 251:

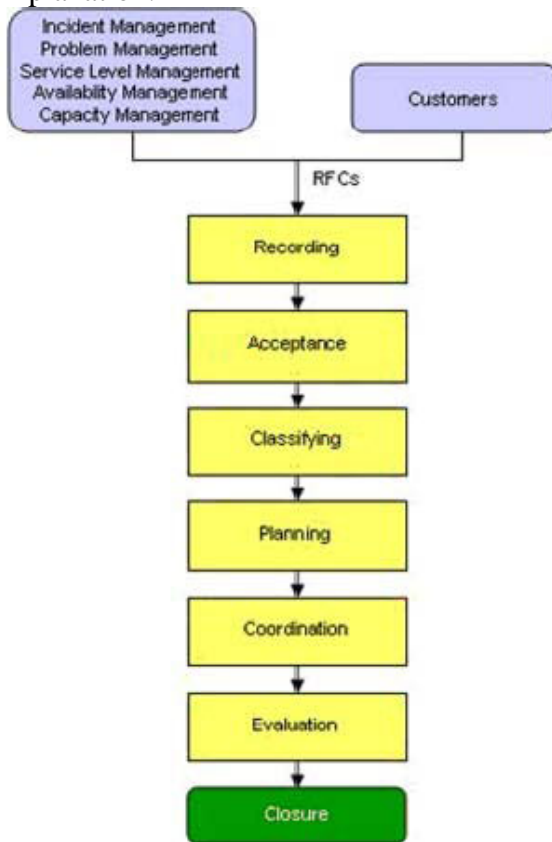
In Change Management, a number of activities take place between the acceptance of a Request for Change and the completion of the change.

Which activity is performed after acceptance of a Request for Change?

- A. scheduling the Request for Change
- B. building and testing the change
- C. determining the urgency of the change
- D. implementing the change

Answer: C

Explanation:



QUESTION 252:

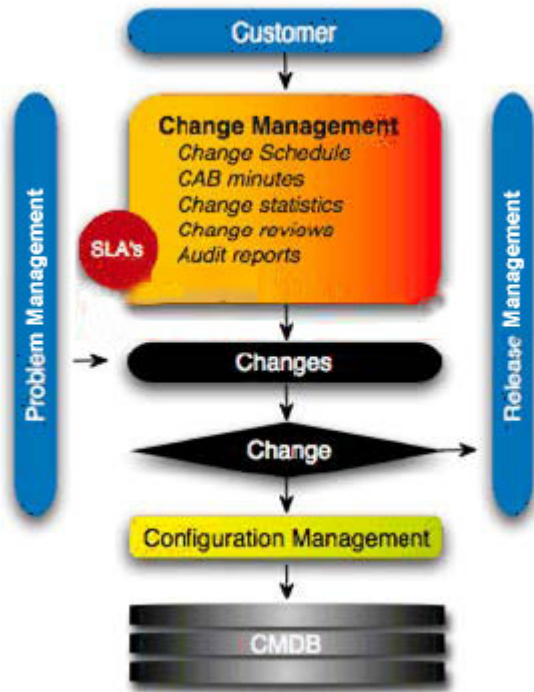
Where are the statuses of changes recorded?

- A. in the Configuration Management Database (CMDB)
- B. in the Known Error database
- C. in the Definitive Software Library (DSL)
- D. in the Change database

Answer: A

Explanation: As shown in the exhibit below, once a change is accepted it is sent to the Release Manager AND the Configuration Manager to be stored in the CMDB as

the change is something that should always be implemented in the future.



QUESTION 253:

A user reports a PC problem to the Service Desk. A Service Desk representative determines that the PC is defective and indicates that according to the services catalogue, the PC will be replaced within three hours.

Which ITIL process is responsible for having this user's PC replaced within three hours?

- A. Availability Management
- B. Change Management
- C. Configuration Management
- D. Service Level Management

Answer: B

Explanation: The case was registered as an incident with an obvious solution. The solution is to exchange the hardware used by the user and therefore the incident process will hand over the case to the change process. Availability Management plans for short interruptions in everyday work but do not act to solve an interruption once there is one. Configuration Management handles the CMDB and tells people how the hardware should be configured, but they do not configure the hardware themselves. Service Level Management states how fast the users computer should be replaced, but they do not actually replace the hardware.

QUESTION 254:

Who decides the category of a change?

- A. the Change Manager
- B. the customer
- C. the Problem Manager
- D. the Service Desk

Answer: A

Explanation:

Classification - Priorities and categories are specified for RFCs. Priority specifies the level of importance and category specifies the basis of impact and resources. Only the Change Manager can determine the category of a specific change.

QUESTION 255:

An organization plans on implementing a new network operating system. Before the actual implementation takes place, the plan of approach for achieving the implementation is discussed.

Under whose leadership is this discussion held?

- A. the Change Manager
- B. the Service Level Manager
- C. the Service Manager
- D. the Network Manager

Answer: A

Explanation: The goal of Change Management is to manage the process of change through standardized methods and procedures, thereby limiting incidents related to change and improving day-to-day operations. Successful Change Management results in fewer incidents being generated before the process was implemented. All changes must be approved by the change management process.

QUESTION 256:

How is a change that must be made quickly called?

- A. a fast change
- B. a standard change
- C. an urgent change
- D. an unplanned change

Answer: C

Explanation: Urgent Changes - A large number of urgent changes is a clear indicator that the Change Management process is not working properly, or is being by-passed by some support groups. Urgent Changes should be reserved for special circumstances, such as when the only way to get a customer back up during an Incident is to remove the root cause by performing a change. Urgent changes should not be initiated because of incompetence, such as the change builder forgot to work on a previously requested change.

QUESTION 257:

Changes are divided into categories.

What criterion defines a category for a change?

- A. the consequences of the change such as limited, substantial, significant, etc.
- B. the speed with which the change is made
- C. the sequence in which the change is made
- D. the Request for Change number that the change is assigned

Answer: A

Explanation:

Classification

- Priorities and categories are specified for RFCs. Priority specifies the level of importance and category specifies the basis of impact and resources.

QUESTION 258:

When implementing a new version of an application both Change Management and Release Management are involved.

What is the responsibility of the Change Management process here?

- A. Change Management has the executive task in this phase.
- B. Change Management plays a coordinating role in this phase.
- C. Change Management must check whether the new application functions properly.
- D. Change Management draws up the change request for this.

Answer: B

Explanation: A Change Manager should manage and coordinate all change processes, even if it is the Release Manager who releases (executes) the change.

QUESTION 259:

What is a request to replace something within the IT infrastructure called?

- A. Replacement Request
- B. Request for Change
- C. Request for Release
- D. Service Request

Answer: B

Explanation: The goal of the Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes and replacements, in order to minimize the impact of Change-related Incidents upon service quality, and consequently to improve the day-to-day operations of the organisation.

QUESTION 260:

In the Change Management process, which role is ultimately responsible for the entire process?

- A. Change Advisory Board
- B. Change Coordinator
- C. Change Manager
- D. IT Manager

Answer: C

Explanation: The change manager is responsible for systematically implementing any changes, after careful consideration of known risks. The change manager also oversees the progress of the change process. The change manager evaluates Requests for Change (RfCs) in consultation with a Change Advisory Board (CAB).

QUESTION 261:

Which ITIL process is responsible for handling an application for a new workstation according to a standard working method?

- A. Incident Management
- B. Change Management
- C. Service Desk
- D. Service Level Management

Answer: B

Explanation: The goal of the Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes. Therefore they are also responsible for the change of the software on the workstation.

QUESTION 262:

Where is the planning of changes kept up to date?

- A. the CMDB (Configuration Management Database)
- B. the FSC (Forward Schedule of Changes)
- C. the CAB (Change Advisory Board)
- D. SIP (Service Improvement Program)

Answer: B

Explanation:

FSC -

The Forward Schedule of changes (FSC) contains details of all approved changes and their proposed implementation date.

PSA - The Projected Service Availability (PSA) contains details of changes to agreed SLAs and service availability because of the current FSC.

QUESTION 263:

What is the term used for a fully described and approved Change that does not have to be evaluated by Change Management each time?

- A. Request for Change
- B. Service Request
- C. Standard Change
- D. Urgent Change

Answer: C

Explanation: The ITIL describes a Standard Change as "...a change to the infrastructure that follows an established path, is relatively common, and is the accepted solution to a specific requirement or set of requirements."

QUESTION 264:

Which ITIL process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Availability Management
- B. Change Management
- C. Incident Management
- D. Problem Management

Answer: B

Explanation: The goal of the Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes and replacements, in order to minimize the impact of Change-related Incidents upon service quality, and consequently to improve the day-to-day operations of the organisation.

QUESTION 265:

Which subject should be one of the standard items on the agenda of a meeting of the Change Advisory Board (CAB)?

- A. reports from Service Level Management
- B. the registration of Changes
- C. ongoing or concluded Changes
- D. the wishes of customers to implement Changes

Answer: C

Explanation: The Change Advisory Board (CAB) is a group of people who can give expert advice to the Change Management team on the implementation of Changes. This board is likely to be made up of representatives from all areas within IT and representatives from business units as well as any external parties that are deemed necessary.

QUESTION 266:

A power failure has knocked out the entire IT infrastructure. Fortunately, there is an ITSC Plan available.

When should power failure be considered a disaster to enact the ITSC Plan?

- A. Immediately, as the IT service can no longer be used.
- B. When the Continuity Manager expects the failure to last longer than the maximum period of time mentioned in the Service Level Agreement.
- C. When the Incident Manager thinks this is necessary.
- D. When the time within which the failure should be solved, has exceeded.

Answer: B

Explanation: The IT Service Continuity plan should be executed as soon as it is expected that normal functionality will not be up within the time stated in SLA's to minimize damages.

QUESTION 267:

Which ITIL process is responsible for analyzing risks and counter measures?

- A. Capacity Management
- B. IT Service Continuity Management
- C. Service Desk
- D. Problem Management

Answer: B

Explanation: Continuity management is the process by which plans are put in place and managed to ensure that IT Services can recover and continue should a serious incident occur. It is not just about reactive measures, but also about proactive measures - reducing the risk of a disaster in the first instance.

QUESTION 268:

Which ITIL process aims to trace business-critical services for which supplementary emergency measures must be taken?

- A. Availability Management
- B. Capacity Management
- C. IT Service Continuity Management
- D. Problem Management

Answer: C

Explanation: IT service Continuity Management is concerned with managing an organization's ability to continue to provide a pre-determined and agreed level of IT Services to support the minimum business requirements following an interruption to the business. Effective IT Service Continuity requires a balance of risk reduction measures such as resilient systems and recovery options including back-up facilities. Configuration Management data is required to facilitate this prevention and planning.

QUESTION 269:

Which ITIL process carries out a risk analysis on the possible threats to and vulnerabilities of the IT infrastructure?

- A. Configuration Management
- B. IT Service Continuity Management
- C. Problem Management
- D. Capacity Management

Answer: B

Explanation:

Continuity management is the process by which plans are put in place and managed to ensure that IT Services can recover and continue should a serious incident occur. It is not just about reactive measures, but also about proactive measures - reducing the risk of a disaster in the first instance.

QUESTION 270:

Which of the following statements about the Service Catalogue is correct?

- A. It describes only those services that are also included in the Service Level Agreement (SLA).
- B. It describes all services that can be supplied by the IT management organization.
- C. It is necessary in order to draw up an SLA.
- D. It can be used instead of an SLA.

Answer: B

Explanation: Service Catalogue lists all of the services that IT provides to the business. This catalogue should list the services from a users perspective. Actual components required in a Service Catalogue will differ depending on the business situation.

QUESTION 271:

Which aspects are described in a Service Level Agreement (SLA)?

- A. the costs and expected revenue of the services offered
- B. the quality, expressed in quantity and costs, of the services offered
- C. the company strategy
- D. the technological developments that can affect the services offered

Answer: B

Explanation:
Service Level Agreements (SLAs) - agreements between the customer and the Service Desk on the level of service provision delivered to the customer

QUESTION 272:

What aspects would you not expect to see in a Service Level report designed for the customer?

- A. the average utilization level of the Service Desk
- B. the level of availability realised and the time not available per period
- C. the percentage of incidents that was resolved within the target
- D. the successful and reverted Changes during a specific period

Answer: A

Explanation: The average utilization level of the Service Desk is not of interest to the customer as long as the SLA is not violated and even if a too high average utilization of the service desk could cause violations against the SLA, you still only report the violations, not the cause of the violation.

QUESTION 273:

How can an organization determine the effectiveness of the Service Level Management process?

- A. by checking contracts with suppliers
- B. by measuring customer satisfaction
- C. by defining service levels
- D. by reporting on all incidents

Answer: B

Explanation: The customer satisfaction level is the only way to determine if the Service Level Management process is working and delivering service according to the SLA.

QUESTION 274:

Which ITIL process is responsible for creating the cost agreements for extra support of the Service Desk?

- A. Availability Management
- B. Financial Management for IT Services
- C. Incident Management
- D. Service Level Management

Answer: D

Explanation:

Implementing the Service Level Management process enables both the customer and the IT services provider to have a clear understanding of the expected level of delivered services and their associated costs for the organization, by documenting these goals into formal agreements.

Service Level Management can be used as a basis for charging for services, and can demonstrate to customers the value they are receiving from the Service Desk. It also assists the Service Desk with managing external supplier relationships, and introduces the possibility of negotiating improved services and/or reduced costs.

QUESTION 275:

Users have complained about the e-mail service. An evaluation of the service has been performed.

Which activity takes place after the evaluation of a service?

- A. adjusting of the service
- B. monitoring of Service Levels
- C. compilation of Service Level Reports
- D. defining Service Levels

Answer: A

QUESTION 276:

Where are activities documented with the aim of improving an IT service?

- A. Service Catalogue
- B. Service Improvement Program (SIP)
- C. Service Level Agreement (SLA)
- D. Service Quality Plan (SQP)

Answer: B

Explanation:

When the SIP is implemented, it will provide

- Improved levels of service quality and agility in response to business requirements for change
 - Services that meet business, customer and user demands
 - Enhanced customer satisfaction
 - Increased productivity of business and Information Services staff
 - Integrated centralised processes that are repeatable, consistent and self-improving
 - Detailed information on the performance of Information Services against Service Level targets
 - Cost justified IT infrastructure and IT services
 - Consistent, high quality support services.
-

QUESTION 277:

In the Service Level Management Process, what happens during the activity called "monitoring"?

- A. identifying the needs of customers
- B. guarding negotiations with the customer
- C. guarding agreements with the customer
- D. acquiring customers

Answer: C

Explanation: During the "monitoring" activity the Service Level Manager verifies that the service delivered is according to the SLA agreed on.

QUESTION 278:

Which ITIL process verifies that the modifications which have been made to the IT infrastructure have been properly documented?

- A. Availability Management
- B. Configuration Management
- C. Problem Management
- D. Incident Management

Answer: B

Explanation: Configuration Management assists Change Management by recording which Configuration Item have been changed and controlling the status of Configuration Item throughout the entire Configuration Item lifecycle. Configuration Management ensures any changes made to Configuration Items are recorded and kept accurate.

QUESTION 279:

Information and Communication Technologies (ICT) includes both Asset Management and Configuration Management.

What is the difference between Asset Management and Configuration Management?

- A. Asset Management focuses exclusively on the book value and Configuration Management on the status of Configuration Items.
- B. Asset Management monitors aspects such as depreciation and Configuration Management monitors aspects such as the relationships between the Configuration Items.
- C. Configuration Management is a component of Asset Management, so there are no differences between them.
- D. Configuration Management makes an inventory of the Configuration Items and Asset Management registers them.

Answer: B

Explanation: IT Asset Management is the discipline of managing finances, contracts and usage of IT assets throughout their lifecycles for the purpose of maintaining an optimal balance between business service requirements, total costs, budget predictability, and contractual and regulatory compliance. Traditional ITAM

activities include the management of inventory, software licenses, vendors, procurement, leases, warranties, cost accounting, retirement and disposal. The goal of Configuration Management is to provide a logical model of the IT infrastructure that is accessed by all ITIL processes to drive consistency among them. Activities include identifying, controlling, maintaining, and verifying the versions of configuration items (CIs). This CI information is to be stored in a single repository - the Configuration Management Database (CMDB).

QUESTION 280:

In the Certkiller .com company a specific component of the IT infrastructure has been modified. This could have consequences for other components. What ITIL process should be set up in order to provide good insight into these consequences?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Configuration Management

Answer: D

Explanation: Configuration Management is to provide a logical model of the IT infrastructure that is accessed by all ITIL processes to drive consistency among them. Activities include identifying, controlling, maintaining, and verifying the versions of configuration items (CIs).

QUESTION 281:

What does the term 'detail level' mean in the context of the Configuration Management Database (CMDB)?

- A. the relationship between the different Configuration Items
- B. the depth of the database structure
- C. the quantity of stored Configuration Items
- D. the location of the Configuration Item

Answer: B

Explanation: CIs should be recorded at a level of detail justified by the business need. This gives the depth of the database.

QUESTION 282:

Which ITIL process includes the activity of describing and registering all components in the IT infrastructure?

- A. Capacity Management
- B. Configuration Management
- C. Problem Management
- D. Service Level Management

Answer: B

Explanation:

Configuration Management is to provide a logical model of the IT infrastructure that is accessed by all ITIL processes to drive consistency among them. Activities include identifying, controlling, maintaining, and verifying the versions of configuration items (CIs).

QUESTION 283:

What is a baseline in the IT infrastructure?

- A. the most important infrastructure (such as a network) to which all kinds of workstations and services can be linked
- B. a document that states how the infrastructure must be dealt with in an organization (vision)
- C. a minimum value for Certkiller .com service ('must at least satisfy...')
- D. a standard configuration (such as a standard workstation)

Answer: D

Explanation: A baseline is a standard configuration recorded in the CMDB that you use as a starting point when, for example, creating a solution to a problem or testing a new software in a Change process.

QUESTION 284:

For which of the following activities of Configuration Management are audits regularly implemented?

- A. identification
- B. planning
- C. status monitoring
- D. verification

Answer: D

Explanation:

Configuration Management essentially consists of 4 tasks:

Identification - this is the specification, identification of all IT components and their inclusion in the CMDB.

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Control - this is the management of each Configuration Item, specifying who is authorised to 'change' it.

Status - this task is the recording of the status of all Configuration Items in the CMDB, and the maintenance of this information.

Verification - this task involves reviews and audits to ensure the information contained in the CMDB is accurate.

QUESTION 285:

Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?

- A. the impact of the Configuration Item
- B. the relationship to other Configuration Items
- C. the Request for Change number for the Configuration Item
- D. repairs to the Configuration Item

Answer: B

Explanation: The CMDB that contains details of the organization's elements that are used in the provision and management of its IT services. Impact, RFC's and repairs should not be recorded here. Only "what" it is, "where" it is and how it is connected to other CI's.

QUESTION 286:

A number of new PCs have been installed at a company's offices.
For which of the following activities was Configuration Management responsible?

- A. establishing the correct links in the Local Area Network
- B. installing software
- C. making available the necessary user's manuals
- D. recording data regarding the PCs

Answer: D

Explanation: The CMDB that contains details of the organization's elements (such as workstations) that are used in the provision and management of its IT services.

QUESTION 287:

Which of the following questions can not be answered directly from the Configuration Management Database (CMDB)?

- A. Which Requests for Change have been submitted for a specific server?
- B. Which members of staff of department X have moved to department Y?

- C. What incidents or problems have there been for this PC?
- D. Which Configuration Items does a specific service consist of?

Answer: B

Explanation: The CMDB holds a much wider range of information about items that the organisation's IT Services are dependant upon. This range of information includes:

- Hardware
- Software
- Documentation
- Personnel

QUESTION 288:

What is the criterion used by Change Management in determining the category for a Request for Change?

- A. impact
- B. content
- C. priority
- D. urgency

Answer: A

Explanation: Priorities and categories are specified for RFCs. Priority specifies the level of importance and category specifies the basis of impact and resources.

QUESTION 289:

When is a back-out plan invoked?

- A. When it is found that something went wrong when building a Change.
- B. When it is found that something went wrong when implementing a Change.
- C. When it is found that something went wrong when scheduling resources.
- D. When it is found that something went wrong when testing a Change.

Answer: B

Explanation:

Change Management is the practice of ensuring all changes to Configuration Items are carried out in a planned and authorised manner. This includes ensuring that there is a business reason behind each change, identifying the specific Configuration Items and IT Services affected by the change, planning the change, testing the change, and having a back-out plan should the change result in an unexpected state of the Configuration Item during the implementation.

QUESTION 290:

Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident.

According to ITIL best practices, what should happen next?

- A. Problem Management will submit a Request for Change (RFC).
- B. Change Management will start a Post Implementation Review (PIR).
- C. Release Management will implement the back-out plan.
- D. Service Level Management will start a Service Improvement Program (SIP).

Answer: C

Explanation: Every Change should have a back-out plan prior to implementation, in case the change should result in an unexpected state of the Configuration item.

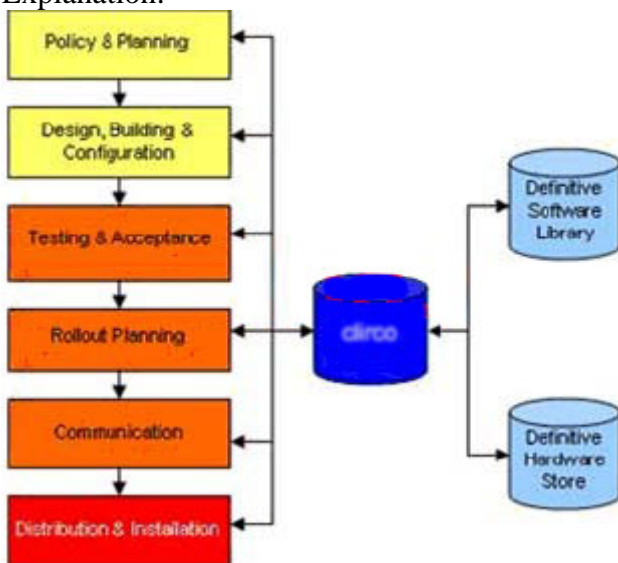
QUESTION 291:

What is the first activity when implementing a release?

- A. designing and building a release
- B. testing a release
- C. compiling the release schedule
- D. communicating and preparing the release

Answer: C

Explanation:



Policy and Planning - A document, called the Release Policy, is developed by the

Release Manager and defines how and when releases are configured. Prior to planning a release, information must be gathered about various aspects of the release, such as product life cycle, description of relevant IT service and service levels, authorization for relative RFCs, etc. Planning the release involves coordination, scheduling, drawing up a communication plan, defining roles and responsibilities, constructing back-out and quality plans, and more.

QUESTION 292:

The spell check module of a word-processing software package contains a number of errors. The Development department has corrected these errors in a new version. Which process is responsible for ensuring this updated version is tested?

- A. Configuration Management
- B. Incident Management
- C. Problem Management
- D. Release Management

Answer: D

Explanation: The steps involved in the Release Management process is:

Policy and Planning - A document, called the Release Policy, is developed by the Release Manager and defines how and when releases are configured. Prior to planning a release, information must be gathered about various aspects of the release, such as product life cycle, description of relevant IT service and service levels, authorization for relative RFCs, etc. Planning the release involves coordination, scheduling, drawing up a communication plan, defining roles and responsibilities, constructing back-out and quality plans, and more.

Design, Building and Configuration - Standard and reusable procedures and documentation should be used for designing, building and configuring releases. Configuration items within the release may come from internal or external bodies. In either case, laboratory-based development testing along with appropriate operational documentation should be prerequisites before a release is considered available for implementation.

Testing and Acceptance - Lack of testing is the most common cause for unsuccessful changes and releases. Releases should undergo functional, operational, performance and integration testing by the appropriate personnel. Testing should include back-out plans. Acceptance should be performed for each step of the release process and be submitted to Change Management for approval. Once approved, the release can be rolled out and the relevant configuration changes can be integrated within the CMDB (see Configuration Management).

Rollout Planning - Includes a detailed timetable of release events including staff responsibilities and action items, documentation, and purchasing plans for required hardware and software.

Communication - Personnel, typically the Service Desk or Customer Relations, communicate the planned changes to users and the expected service impact. Training

sessions may be required to aid users with the release.

Distribution and Installation - Involves the distribution of software and supporting hardware identified and approved in the previous activities.

QUESTION 293:

Which of the following is the best description of the contents of the Definitive Software Library?

- A. copies of all software versions that are needed
- B. copies of all live software programs
- C. authorized versions of all software used on the infrastructure
- D. software awaiting user acceptance testing

Answer: C

Explanation: Release Management works with Configuration Management to ensure that the CMDB is kept up to date and that all new software releases are stored in the Definitive Software Library (DSL). All spare hardware components and assemblies are stored within the Definitive Hardware Store (DHS).

QUESTION 294:

Software is checked for viruses before it goes into the Definitive Software Library (DSL).

What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

- A. Application Management
- B. Capacity Management
- C. Configuration Management
- D. Release Management

Answer: D

Explanation: Only authorized software should be accepted into the DSL, strictly controlled by Change and Release Management.

QUESTION 295:

Which ITIL process is responsible for annually allocating the costs of Underpinning Contracts?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services

D. Service Level Management

Answer: C

Explanation: IT Financial Management is the discipline of ensuring IT infrastructure is obtained at the most effective price (which does not necessarily mean cheapest), and calculating the cost of providing IT services so that an organisation can understand the costs of its IT services.

QUESTION 296:

Which ITIL process is responsible for setting up the cost allocation system?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services
- D. Service Level Management

Answer: C

Explanation: IT Financial Management is the discipline of ensuring IT infrastructure is obtained at the most effective price (which does not necessarily mean cheapest), and calculating the cost of providing IT services so that an organisation can understand the costs of its IT services.

QUESTION 297:

Which activity in the ITIL process "Financial Management for IT Services" is responsible for billing the services that were provided to the customer?

- A. Accounting
- B. Budgeting
- C. Charging
- D. Reporting

Answer: C

Explanation: Charging provides the ability to assign costs of an IT Service proportionally and fairly to the users of that service. It may be used as a first step towards an IT organization operating as an autonomous business. It may also be used to encourage user to move in a strategically important direction - for example by subsidizing newer systems and imposing additional charges for the use of legacy systems.

QUESTION 298:

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Which ITIL process provides an insight, through the Modeling activity, into trends that could cause performance problems in the future?

- A. Availability Management
- B. Capacity Management
- C. Incident Management
- D. Service Level Management

Answer: B

Explanation: Capacity Management supports the optimum and cost effective provision of IT services by helping organizations match their IT resources to the business demands. The high level activities are: Application Sizing, Workload Management, Demand Management, Modeling, Capacity Planning, Resource Management, and Performance Management.

QUESTION 299:

Which ITIL process has responsibility in preventing unauthorized access to data?

- A. Availability Management
- B. IT Service Continuity Management
- C. Release Management
- D. Security Management

Answer: D

Explanation: A basic concept of the Security Management is the information security. The primary goal of information security is to guarantee safety of the information. Safety is to be protected against risks. Security is the means to be safe against risks. When protecting information it is the value of the information that has to be protected. These values are stipulated by the confidentiality, integrity and availability.

QUESTION 300:

Where are agreements regarding Security Management recorded?

- A. in a Configuration Management Database (CMDB)
- B. in a Service Level Agreement (SLA)
- C. in a Definitive Software Library (DSL)
- D. in a Capacity Plan

Answer: B

Explanation: The goal of the Security Management is split up in two parts:

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1. The realization of the security requirements defined in the Service Level Agreement (SLA) and other external requirements which are specified in underpinning contracts, legislation and possible internal or external imposed policies.
2. The realization of a basic level of security. This is necessary to guarantee the continuity of the management organization. This is also necessary in order to reach a simplified Service Level Management for the information security, as it happens to be easier to manage a limited number of SLAs as it is to manage a large number of SLAs.

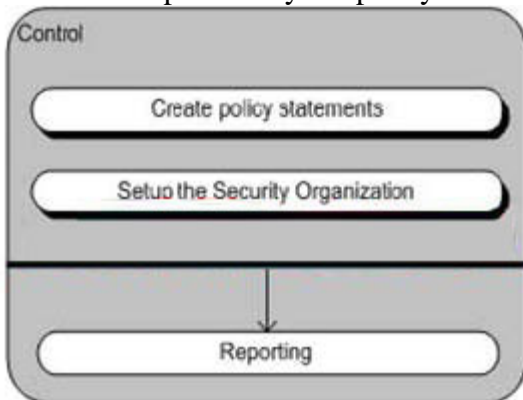
QUESTION 301:

Which ITIL process handles the implementation of the policy for access management and access to information systems?

- A. Availability Management
- B. Incident Management
- C. Release Management
- D. Security Management

Answer: D

Explanation: The first activity in the Security Management Process is the "Control" sub-process. The Control sub-process organizes and manages the security Management process itself. The Control sub-process defines the processes, the allocation of responsibility the policy statements and the management framework.



QUESTION 302:

Which ITIL process ensures that the information that has been made available satisfies the specified information security requirements?

- A. Availability Management
- B. IT Service Continuity Management
- C. Security Management
- D. Service Level Management

Answer: C

Explanation: A basic concept of Security Management is the information security. The primary goal of information security is to guarantee safety of information.

QUESTION 303:

Which of the following describes the basic concept of Integrity in the Security Management process?

- A. the capacity to verify the correctness of the data
- B. the correctness of the data
- C. protection of the data against unauthorized access and use
- D. access to the data at any moment

Answer: B

Explanation: Integrity- Safeguarding the accuracy and completeness of information

QUESTION 304:

Security Management includes a number of sub-processes.

Which activity of Security Management leads to a security sub-clause in the Service Level Agreement (SLA)?

- A. Implement
- B. Maintenance
- C. Plan
- D. Control

Answer: C

Explanation:

The Plan sub-process contains activities that in cooperation with the Service Level Management lead to the (information) Security section in the SL

A. Furthermore, the Plan sub-process contains activities that are related to the underpinning contracts which are specific for (information) security.

1. In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient.

QUESTION 305:

Name the process that is defined under Service Design and that ensures the Confidentiality, Integrity and Availability of an Organisation's Assets, information, data and IT Services.

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Choose one answer.

- A. Service Portfolio Management
- B. Availability Management
- C. Information Security Management
- D. Service Assets and Configuration Management

Answer: C

QUESTION 306:

Information Security Management ensures the Confidentiality, Integrity and Availability of an Organisation's Assets, information, data and IT Services.

Select the CORRECT statements regarding process control. Select all that apply.

- A. Controlled Processes can be repeated
- B. Only defined processes require control
- C. Processes should be defined, controlled and documented
- D. None of the other statements are true

Answer: A, B, C

QUESTION 307:

All processes require some level of control.

Select the process that is NOT defined in Service Design:

- A. Availability Management
- B. Service Portfolio Management
- C. Service Catalogue Management
- D. Service Level Management

Answer: B

Service Portfolio Management is a process defined by Service Strategy.

QUESTION 308:

ITIL describes a concept called 4 'P's that facilitates effective Service Management. What does each 'P' stand for?

- A. Profit, Procedure, Products, Partners
- B. People, Processes, Products, Partners
- C. People, Partners, Profit, Performance
- D. People, Productivity, Profit, Planning

Answer: B