

2013 new EXIN.ITIL.v3.Foundation Certification exam Sample questions

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2013 new EXIN.ITIL.v3.Foundation Certification exam Sample questions
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Exam A

QUESTION 1

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 2

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 3

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 4

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Services and Infrastructure
- B. Applications and Infrastructure

- C. Resources and Capabilities
- D. Utility and Warranty

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 5

A plan for managing the end of a supplier contract should be created when?

- A. The contract is being negotiated
- B. The contract is about to be ended
- C. The Supplier Manager decides that there is a risk the contract might need to end soon
- D. The contract has been agreed

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 6

Which of the following sentences BEST describes a Standard Change?

- A. A change to the service provider's established policies and guidelines
- B. A pre-authorized change that has an accepted and established procedure
- C. A change that is made as the result of an audit
- D. A change that correctly follows the required change process

Answer: B

Section: (none)

Explanation/Reference:

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Explanation:

QUESTION 7

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 8

Which of the following models would be MOST useful in helping to define an organizational structure?

- A. RACI model
- B. Service Model
- C. Continual Service improvement (CSI) model.
- D. The Deming Cycle

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 9

Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?
 2. What services to offer and to whom?
 3. What are the Patterns of Business Activity (PBA)?
- A. 3 only
 - B. 1 only
 - C. 2 only
 - D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 10

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
- C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- D. The entire cycle should be repeated multiple times to implement Continual Improvement

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 11

Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"?

- A. Service Strategy

- B. Service Design
- C. Service Operation
- D. Service Transition

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 12

Which of the following are responsibilities of a Service Level Manager?

1. Agreeing targets in Service Level Agreements
2. Designing the service so it can meet the targets
3. Ensuring all needed contracts and agreements are in place

- A. 1 and 3 only
- B. All of the above

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- C. 2 and 3 only
- D. 1 and 2 only

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 13

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
- B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
- C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 14

In many organizations the role of Incident Manager is assigned to the Service Desk.

It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through 1st and 2nd line

- B. Only manage Incidents effectively through the 1st line
- C. Only manage Incidents effectively at the 3rd line
- D. Manage Incidents effectively through 1st, 2nd and 3rd line

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 15

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

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

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 16

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

- A. Whether to buy an application or build it
- B. Should application development be outsourced
- C. Who the vendor of the storage devices will be
- D. Where the vendor of an application is located

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 17

What is the entry point or the first level of the V model?

- A. Customer / Business Needs
- B. Service Release
- C. Service Requirements
- D. Service Solution

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 18

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place
- C. Ensure delivery and support of a service
- D. Ensure service Key Performance Indicators (KPIs) are reported

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 19

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

- A. Ensures that the fastest servers are purchased
- B. Delivering change, faster and at optimum cost and minimized risk
- C. Verifying the accuracy of all items in the configuration management database
- D. Ensuring that all assets are accounted for

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 20

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Incident Management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Access management

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 21

Which of the following statements is CORRECT?

- 1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
 - 2. All of the phases of the lifecycle are concerned with the value of IT services
- A. Both of the above

- B. Neither of the above
- C. 2 only
- D. 1 only

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 22

The BEST description of the purpose of Service Operation is?

- A. To design and build processes that will meet business needs
- B. To deliver and support IT Services at agreed levels to business users and customers
- C. To decide how IT will engage with suppliers during the Service Management Lifecycle
- D. To proactively prevent all outages to IT Services

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 23

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

- A. Overall business risk is optimized
- B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- C. All budgets and expenditures are accounted for
- D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

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Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 24

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 25

Which of the following statements is CORRECT?

- A. The CMS is part of the Configuration Management Data Base (CMDB)
- B. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)
- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The KEDB and the CMS form part of the larger SKMS

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 26

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

Answer: D

Section: (none)

Explanation/Reference:

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Explanation:

QUESTION 27

Which is NOT a purpose of Service Transition?

- A. Ensure that a service can be managed, operated and supported.
- B. Provide quality knowledge of Change, Release and Deployment Mgmt.
- C. Plan and manage the capacity and resource requirements to manage a release.
- D. Provide training and certification in project management.

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 28

Which of the following is the BEST definition of an Incident?

- A. Loss of ability to operate to specification, or to deliver the required output
- B. A change of state which has significance for the management of a Configuration Item or IT Service
- C. A warning that a threshold has been reached, something has changed, or a failure has occurred
- D. An unplanned interruption to an IT service or reduction in the quality of an IT service

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 29

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements
- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

Answer: C

Section: (none)

Explanation/Reference:

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Explanation:

QUESTION 30

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- C. The entire cycle should be repeated multiple times to implement Continual Improvement
- D. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 31

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Access management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Incident Management

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

Topic 2, Volume B

QUESTION 32

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
 - B. Evaluate; Diagnose; Justify; Intervene
- 19

- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 33

Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

- A. Business Objectives, IT Objectives, Process Metrics
- B. Process Models, Goals and Objectives
- C. Vision and Strategy, Tactical Goals and Operational Goals
- D. Business and IT Strategy and Process Definitions

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 34

Which of the following statements is CORRECT for every process?

- 1. It delivers its primary results to a customer or stakeholder
 - 2. It defines activities that are executed by a single function
- A. 2 only
 - B. 1 only
 - C. Neither of the above
 - D. Both of the above

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 35

Which of the following sentences BEST describes a Standard Change?

- A. A change to the service provider's established policies and guidelines
- B. A change that correctly follows the required change process
- C. A change that is made as the result of an audit

D. A pre-authorized change that has an accepted and established procedure

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 36

Which of the following would NOT be a task carried out by the Request Fulfillment process?

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- A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre- defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 37

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

- A. Data
- B. Wisdom
- C. Information
- D. Knowledge

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 38

Which process would you MOST expect to be involved in the management of Underpinning Contracts?

- A. IT Designer/Architect
- B. Process Manager
- C. Service Catalogue Manager
- D. Supplier Manager

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 39

Which of the following is NOT the responsibility of Service Catalogue Management?

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that information within the Service Pipeline is accurate

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 40

23

The difference between service metrics and technology metrics is BEST described as?

- A. Service metrics measure the end to end service; Technology metrics measure individual components
- B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
- C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
- D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 41

Which of the following is the BEST definition of an Incident?

- A. A warning that a threshold has been reached, something has changed, or a failure has occurred
- B. An unplanned interruption to an IT service or reduction in the quality of an IT service
- C. A change of state which has significance for the management of a Configuration Item or IT Service
- D. Loss of ability to operate to specification, or to deliver the required output

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 42

Which of the following would a major problem review examine?

1. Things that were done correctly

- 2. Things that were done incorrectly
- 3. How to prevent recurrence

What could be done better in the future

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 43

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business objectives
26
- B. The objective of any IT process should be expressed in terms of business benefits and goals
- C. A process may define policies, standards and guidelines
- D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 44

Which of the following sentences BEST describes a Standard Change?

- A. A pre-authorized change that has an accepted and established procedure
- B. A change that is made as the result of an audit
- C. A change that correctly follows the required change process
- D. A change to the service provider's established policies and guidelines

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 45

What are the three Service Provider business models?

- A. Internal Service provider, External Service provider, Shared Service Provider
- B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C. Internal Service provider, External Service provider, Outsourced 3rd Party
- D. Internal Service provider, Outsourced 3rd party and Off-shore party

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 46

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Requirements, resources and capabilities needed and agreed
- B. Only requirements needed and agreed
- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 47

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

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- A. The Service Desk Manager
- B. The Service Manager
- C. The Request Fulfillment Process Manager
- D. The Request Fulfillment Process Owner

Answer: D

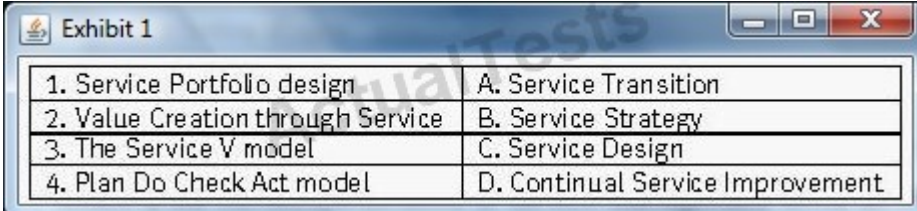
Section: (none)

Explanation/Reference:

Explanation:

QUESTION 48

Which is the correct combination of Service Management terms across the Lifecycle?



1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

- A. 1C, 2B, 3A, 4D
- B. 1A, 2B, 3C, 4D
- C. 1C, 2D, 3A, 4B

D. 1B, 2C, 3D, 4A
29

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 49

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on responsiveness
- C. Vendor focused
- D. Extreme internal focus

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 50

Which is the first step in the 7 Step Improvement Process?

- A. Where are we now?
- B. Identify gaps in Service Level Agreement (SLA) achievement
- C. Prepare for action
- D. Define what you should measure

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 51

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

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

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 52

Which Service Design process makes the most use of data supplied by Demand Management?

- A. IT Service Continuity Management
- B. Service Catalogue Management
- C. Capacity Management

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- D. Service Level Management

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 53

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

- A. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system
- B. Overall business risk is optimized

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- C. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- D. All budgets and expenditures are accounted for

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 54

Which of these is NOT a responsibility of Application Management?

- A. Ensuring that the correct skills are available to manage the infrastructure
- B. Providing guidance to IT Operations about how best to manage the application
- C. Deciding whether to buy or build an application
- D. Assisting in the design of the application

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 55

What is a RACI model used for?

- A. Defining roles and responsibilities
- B. Performance analysis
- C. Recording Configuration Items
- D. Monitoring services

Answer: A
Section: (none)

Explanation/Reference:
Explanation:

QUESTION 56

Which is the first step in the 7 Step Improvement Process?

- A. Prepare for action
- B. Define what you should measure
- C. Identify gaps in Service Level Agreement (SLA) achievement 33
- D. Where are we now?

Answer: B
Section: (none)

Explanation/Reference:
Explanation:

QUESTION 57

What is the definition of an Alert?

- A. A type of Incident
- B. A warning that a threshold has been reached or that something has changed
- C. An error message to the user of an application
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

Answer: B
Section: (none)

Explanation/Reference:
Explanation:

QUESTION 58

To add value to the business, what are the four reasons to monitor and measure?

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- A. Evaluate; Diagnose; Justify; Intervene
- B. Validate; Direct; Justify; Improve
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Answer: C
Section: (none)

Explanation/Reference:
Explanation:

QUESTION 59

In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

- A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
- B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
- C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
- D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 60

35

Major Incidents require:

- A. Less documentation
- B. Longer timescales
- C. Less urgency
- D. Separate procedures

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 61

Which of the following is NOT one of the five individual aspects of Service Design?

- A. The design of the Service Portfolio, including the Service Catalogue
- B. The design of the technology architecture and management systems
- C. The design of Market Spaces
- D. The design of new or changed services

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 62

Who is responsible for defining Key Performance Indicators (KPIs) for the Change Management process?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 63

Which of the following is concerned with fairness and transparency?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 64

Contracts relating to an outsourced Data Centre would be managed by?

- A. Service Desk
- B. IT Operations Control
- C. Technical Management
- D. Facilities Management

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 65

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

- A. Excessive focus on quality
- B. Excessively reactive
- C. Excessively proactive
- D. Excessive focus on cost

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 66

Which of the following is NOT a valid objective of Request Fulfillment?

- A. To provide information to users about what services are available and how to request them
- B. To update the Service Catalogue with services that may be requested through the Service Desk
- C. To source and deliver the components of standard services that have been requested

D. To provide a channel for users to request and receive standard services

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 67

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

- A. Functions and Processes
- B. Markets and Customers
- C. Applications and Infrastructure
- D. People, products and technology

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 68

Which of the following statements about processes is INCORRECT?

- A. The objective of any IT process should be expressed in terms of business benefits and goals
- B. A process may define policies, standards and guidelines
- C. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- D. The output from a process has to conform to operational norms derived from business objectives

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 69

How is the Service Catalogue used to add value to the service provider organization?

- A. Providing a central source of information on the IT services delivered
- B. Showing the business impact of a change
- C. Displaying the relationships between configuration items
- D. To predict the root cause of issues in the IT infrastructure

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 70

In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively at the 3rd line
- B. Manage Incidents effectively through 1st, 2nd and 3rd line
- C. Only manage Incidents effectively through 1st and 2nd line
- D. Only manage Incidents effectively through the 1st line

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 71

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

- A. Whether to buy an application or build it
- B. Should application development be outsourced
- C. Who the vendor of the storage devices will be
- D. Where the vendor of an application is located

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 72

Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?

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3. What are the Patterns of Business Activity (PBA)?

- A. 2 only
- B. 1 only
- C. All of the above
- D. 3 only

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 73

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Access Management
- B. Incident Management
- C. Request Fulfillment
- D. Change Management

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 74

Service Assets are used to create value. Which of the following are the MAJOR types of Service

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Asset?

- A. Applications and Infrastructure
- B. Services and Infrastructure
- C. Resources and Capabilities
- D. Utility and Warranty

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 75

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme internal focus
- B. Extreme focus on cost
- C. Extreme focus on responsiveness
- D. Vendor focused

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 76

43

Which Function would provide staff to monitor events in a Network Operations Centre?

- A. IT Operations Management
- B. Applications Management
- C. Service Desk
- D. Technical Management

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 77

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of contracts.
- B. Development, negotiation and agreement of Organizational Level Agreements
- C. Development, negotiation and agreement of Service Level Agreements.
- D. Development, negotiation and agreement of Service Portfolio

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 78

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 79

Which Function would provide staff to monitor events in an Operations Bridge?

- A. Applications Management
- B. Service Desk
- C. Technical Management
- D. IT Operations Management

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 80

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- D. An SLA is with an external customer, an OLA is with an internal customer

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 81

Which of the following is one of the primary objectives of Service Strategy?

- A. To design and build processes that will meet business needs
- B. To provide detailed specifications for the design of IT services
- C. To transform Service Management into a strategic asset
- D. To underscore the importance of services in the global economy

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 82

Which of the following are the main objectives of incident Management? Select all that apply

- A. To minimize adverse impacts on business operations
- B. To automatically detect service affecting Events
- C. The restore normal service operation as quickly as possible

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 83

What are the categories of event described in the ITIL Service Operation book?

- A. Informational, Scheduled, Normal
- B. Scheduled, Unscheduled, Emergency
- C. Informational, Warning, Exception
- D. Warning, Reactive, Proactive

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 84

Which process is responsible for managing relationships with vendors?

- A. Change Management
- B. Service Portfolio Management
- C. Supplier Management
- D. Continual Service Improvement

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 85

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

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

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 86

Within Service Design, what is the key output handed over to Service Transition?

- A. Measurement, methods and metrics
- B. Service Design Package
- C. Service Portfolio Design
- D. Process definitions

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 87

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 88

Which of the following statements about communication within Service Operation are CORRECT?

1. All communication must have an intended purpose or resultant action
2. Communication should not take place without a clear audience

- A. 1 only
- B. 2 only
- C. Both of the above
- D. None of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 89

Access Management is closely related to which other processes?

49

- A. Availability Management only
- B. Information Security Management and 3rd line support
- C. Information Security Management and Availability Management
- D. Information Security Management only

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 90

Which process will regularly analyze incident data to identify discernable trends?

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

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 91

Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

- A. Technology, Customer, User
- B. Corporate, Customer, Service
- C. Corporate, Customer, Technology
- D. Service, User, IT

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 92

Which of these is the correct set of steps for the Continual Service Improvement Model?

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually Improve
- B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we 50 keep the momentum going?
- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 93

Match the following activities with the Deming Cycle stages

- 1. Monitor, Measure and Review
 - 2. Continual Improvement
 - 3. Implement Initiatives
 - 4. Plan for Improvement
-
- A. 1 Plan, 2 Do, 3 Check, 4 Act
 - B. 3 Plan, 2 Do, 4 Check, 1 Act
 - C. 4 Plan, 3 Do, 1 Check, 2 Act
 - D. 2 Plan, 3 Do, 4 Check, 1 Act

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 94

A Known Error has been raised after diagnosis of a Problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes
- B. No, the workaround must be found before a Known Error is created
- C. No, a Known Error can only be raised after the permanent resolution has been implemented
- D. No, a Known Error must be raised at the same time as a problem

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

51

QUESTION 95

Which of the following is NOT a Service Desk type recognized in the Service Operation volume of ITIL?

- A. Local
- B. Centralized
- C. Holistic
- D. Virtual

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 96

Which of the following is NOT a responsibility of service transition?

- A. To ensure that a service can be managed, operated and supported within constraints specified by design
- B. To design and develop capabilities for service management
- C. To provide quality knowledge of change and release and deployment management
- D. To plan the resource requirements to manage a release

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 97

Service Design emphasises the importance of the "Four Ps". These "Four P's" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

- A. Profit
- B. Preparation
- C. Products
- D. Potential

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

52

QUESTION 98

Which stage of the Continual Service Improvement (CSI) model is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 99

Which of the following does the Availability Management process include?

- 1. Ensuring services are able to meet availability targets
 - 2. Monitoring and reporting actual availability
 - 3. Improvement activities, to ensure that services continue to meet or exceed their availability goals
- A. 1 only
 - B. All of the above
 - C. 1 and 2 only
 - D. 1 and 3 only

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 100

In which of the following situations should a Problem Record be created?

- A. An event indicates that a redundant network segment has failed but it has not impacted any users
- B. An Incident is passed to second-level support
- C. A Technical Management team identifies a permanent resolution to a number of recurring 53

Incidents

- D. Incident Management has found a workaround but needs some assistance in implementing it

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 101

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

- A. Service Transition
- B. Risk Management
- C. IT Service Continuity Management
- D. Availability Management

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

Topic 4, Volume D

QUESTION 102

Which of the following defines the level of protection in Information Security Management?

- A. The IT Executive
- B. The ISO27001 Standard
- C. The Business
- D. The Service Level Manager

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 103

Which of these would fall outside the scope of a typical service change management process?

54

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 104

Hierarchic escalation is best described as?

- A. Notifying more senior levels of management about an Incident
- B. Passing an Incident to people with a greater level of technical skill
- C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
- D. Failing to meet the Incident resolution times specified in a Service Level Agreement

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 105

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1. Progress

55

2. Effectiveness

3. Efficiency

4. ?

- A. Cost
- B. Conformance
- C. Compliance
- D. Capacity

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 106

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Exin ITIL Exam

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced Total Cost of Ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 107

Which of the following are objectives of Service Level Management?

- 1: Defining, documenting and agreeing the level of IT Services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the Service Provider could operate in

- A. 1, 2 and 3 only
- B. 1 and 2 only
- C. 1, 2 and 4 only
- D. All of the above

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 108

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 109

Which of the following should be available to the Service Desk?

1. Known Error Data
2. Change Schedules
3. Service Knowledge Management System
4. The output from monitoring tools

- A. 1,2 and 3 only
- B. 1,2 and 4 only
- C. 2,3 and 4 only
- D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 110

Which of the following is the BEST description of a relationship in Service Asset and Configuration Management?

- A. Describes the topography of the hardware
58
- B. Describes how the Configuration Items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 111

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

- A. Service Operation
- B. Service Strategy
- C. Service Transition
- D. Continual Service Improvement

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 112

Which of the following statements about Service Asset and Configuration Management is/are CORRECT?

- 1. A Configuration Item (CI) can exist as part of any number of other CIs at the same time
 - 2. Choosing the right CI level is a matter of achieving a balance between information availability and the right level of control
- A. 1 only
 - B. 2 only
 - C. Both of the above
 - D. Neither of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 113

59

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
- D. Service Catalogue and Service Portfolio are different names for the same thing

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 114

Data used to support the capacity management process should be stored in:

- A. A configuration management database (CMDB)
- B. A capacity database (CDB)
- C. A configuration management system (CMS)
- D. A capacity management information system (CMIS)

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 115

A consultant has made two recommendations to you in a report:

1. To include legal terminology in your Service Level Agreements (SLAs)
2. It is not necessary to be able to measure all the targets in an SLA

Which of the recommendations conform to Service Level Management good practice?

- A. 1 only
- B. 2 only
- C. Both of the above

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- D. Neither of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 116

Availability Management is responsible for availability of the:

- A. Services and Components
- B. Services and Business Processes
- C. Components and Business Processes
- D. Services, Components and Business Processes

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 117

Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

- A. Continual Service Improvement
- B. Service Transition
- C. Service Design
- D. Service Operation

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 118

Which of the following statements about the Service Owner is INCORRECT?

- A. Carries out the day-to-day monitoring and operation of the service they own
- B. Contributes to continual improvement affecting the service they own
- C. Is a stakeholder in all of the IT processes which support the service they own
- D. Is accountable for a specific service within an organization

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 119

Which of these statements about Resources and Capabilities is CORRECT?

- A. Resources are types of Service Asset and Capabilities are not
- B. Resources and Capabilities are both types of Service Asset
- C. Capabilities are types of Service Asset and Resources are not
- D. Neither Capabilities nor Resources are types of Service Asset

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 120

The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

- A. Continual Service Improvement
- B. Service Strategy
- C. Service Design
- D. Service Transition

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

62

QUESTION 121

What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the Service Provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 122

Which process or function is responsible for monitoring activities and events in the IT Infrastructure?

- A. Service Level Management
- B. IT Operations Management
- C. Capacity Management
- D. Incident Management

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 123

Which of the following is the BEST definition of a Risk?

- A. Something that won't happen
- B. Something that will happen
- C. Something that has happened
- D. Something that might happen

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 124

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 125

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 126

Which of the following statements BEST describes the aims of Release and Deployment Management?

- A. To build, test and deliver the capability to provide the services specified by Service Design
- B. To ensure that each Release package specified by Service Design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 127

65

Which of the following are goals of Service Operation?

1. To coordinate and carry out the activities and processes required to deliver and manage services at

agreed levels to the business

2. The successful release of services into the live environment

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 128

Which statement about Service Level Agreements (SLAs) is CORRECT?

- A. They must contain legal wording because of their importance
- B. There should always be a separate SLA for each specific customer
- C. The wording must be clear and concise to allow no room for ambiguity
- D. Changes to the SLA can only be requested by the customer

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 129

Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

- 1) Assessing the impact and cause of Incidents and Problems
- 2) Assessing the impact of proposed Changes
- 3) Planning and designing a Change to an existing service
- 4) Planning a technology refresh or software upgrade

A. 1 and 2 only

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- B. All of the above
- C. 1, 2 and 4 only
- D. 1, 3 and 4 only

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 130

Which of the following areas would technology help to support during the Service Transition phase of the lifecycle?

1. Data mining and workflow tools
2. Measurement and reporting systems
3. Release and deployment technology
4. Process Design

- A. 2, 3 and 4 only
- B. 1, 3 and 4 only
- C. 1, 2 and 3 only
- D. All of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

67

QUESTION 131

Which of the following statements about processes is CORRECT?

1. A process is always organized around a set of objectives
 2. A process should be documented
- A. 1 only
 - B. 2 only
 - C. Both of the above
 - D. Neither of the above

Answer: C

Section: (none)

Explanation/Reference:

68

Explanation:

QUESTION 132

Which role is accountable for a specific service within an organization?

- A. The Service Level Manager
- B. The Business Relationship Manager
- C. The Service Owner
- D. The Service Continuity Manager

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 133

Which of the following is commonly found in a contract underpinning an IT service? Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

- A. 1 and 2 only
- B. 1 and 3 only
- C. 2 and 3 only
- D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 134

Which of the following is the BEST description of a Centralized Service Desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

Answer: D

Section: (none)

Explanation/Reference:

69

Explanation:

QUESTION 135

What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?
 2. Where are we now?
 3. Where do we want to be?
 4. How do we get there?
 5. Did we get there?
 6. ?
- A. What is the Return On Investment (ROI)?
 - B. How much did it cost?
 - C. How do we keep the momentum going?
 - D. What is the Value On Investment (VOI)?

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 136

Which stage of the Change Management process deals with what should be done if the change is unsuccessful?

- A. Remediation Planning
- B. Categorization
- C. Prioritization
- D. Review and Close

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 137

70

Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 138

Which of the following is NOT an objective of the Operations Management function?

- A. Swift application of skills to diagnose any IT Operations failures that occur
- B. Regular scrutiny and improvements to achieve improved service at reduced costs
- C. First line Incident investigation and diagnosis logged by users
- D. Maintenance of status quo to achieve stability of day to day processes and activities

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 139

Which of the following BEST describes Technical Management?

- A. A Function responsible for Facilities Management and building control systems 71
- B. A Function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsible for all staff within the technical support Function
- D. A Function that includes the groups, departments or teams that provide technical expertise and overall management of the IT Infrastructure

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

Topic 5, Volume E

QUESTION 140

Which of these is a reason for categorizing incidents?

- A. To establish trends for use in Problem Management and other IT Service Management (ITSM) activities
- B. To ensure that the correct priority is assigned to the incident
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service 72

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 141

Which of the following activities are responsibilities of a Supplier Manager?

- 1) Negotiating and agreeing Contracts
 - 2) Updating the Supplier and Contract database
 - 3) Planning for possible closure, renewal or extension of contracts
 - 4) Managing relationships with internal suppliers
- A. 1, 2 and 3 only
 - B. 1, 3 and 4 only
 - C. 2, 3 and 4 only
 - D. None of the above

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 142

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the

agreed and documented process?

- A. The IT Director
- B. The Process Owner
- C. The Service Owner
- D. The Customer

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 143

When should tests for a new service be designed?

73

- A. At the same time as the service is designed
- B. After the service has been designed, before the service is handed over to Service Transition
- C. As part of Service Transition
- D. Before the service is designed

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 144

What is most likely to cause a loss of faith in the Service Level Management process?

- A. Measurements that match the customer's perception of the service
- B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)
- C. Inclusion of items in the SLA that cannot be effectively measured 74
- D. Involving customers in drafting Service Level Requirements

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 145

Which Functions are included in IT Operations Management?

- A. Network Management and Application Management
- B. Technical Management and Change Management
- C. IT Operations Control and Facilities Management
- D. Facilities Management and Release Management

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 146

As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

- 1) An internal service provider embedded within a business unit
 - 2) An internal service provider that provides shared IT services
 - 3) An external service provider
- A. All of the above
B. 1 and 2 only
C. 1 and 3 only
D. 2 and 3 only

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 147

What type of improvement should be achieved by using the Deming Cycle?

75

- A. Rapid, one-off improvement
B. Return on investment within 12 months
C. Quick wins
D. Steady, ongoing improvement

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 148

Which of the following statements is CORRECT?

- A. IT Service Continuity Management can only take place once Business Continuity Management has been established
B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
C. Business Continuity Management and IT Service Continuity Management must be established at the same time
D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 149

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

- A. The Asset Register
- B. The Service Knowledge Management System
- C. The Known Error Database
- D. The Information Management System

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 150

In which of the following should details of a workaround be documented?

77

- A. The Service Level Agreement (SLA)
- B. The Problem Record
- C. The Availability Management Information System
- D. The IT Service Continuity Plan

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 151

What are Request Models used for?

- A. Capacity Management
- B. Modelling arrival rates and performance characteristics of service requests
- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Identifying frequently received user requests and defining how they should be handled

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 152

In terms of adding value to the business, which of the following describes Service Operation's contribution?

- A. The cost of the service is designed, predicted and validated

- B. Measures for optimization are identified
- C. Service value is modelled
- D. Service value is actually seen by customers

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 153

A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 154

79

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public standards are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 155

Which of the following are types of communication you could expect the functions within Service Operation to perform?

- 1) Communication between Data Centre shifts
- 2) Communication related to changes
- 3) Performance reporting
- 4) Routine operational communication

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only

D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 156

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

- A. Service Operation
- B. Service Transition
- C. Continual Service Improvement
- D. Service Strategy

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Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 157

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the Service Desk can be logged
- C. All incidents must be fully logged
- D. The Service Desk decide which incidents to log

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 158

In the Continual Service Improvement (CSI) model, the stage 'How do we get there?' is underpinned by which set of activities?

- A. Baseline assessments
- B. Service and process improvements
- C. Taking measurements and recording metrics
- D. Setting measurement targets

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 159

Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

- A. The Service Level Manager
- B. The IT Service Continuity Manager
- C. The Service Catalogue Manager
- D. The Supplier Manager

Answer: D

Section: (none)

Explanation/Reference:

81

Explanation:

QUESTION 160

Which of the following should NOT be a concern of Risk Management?

- A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
- B. To ensure that the workplace is a safe environment for its employees and customers
- C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
- D. To ensure only the change requests with mitigated risks are approved for implementation

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 161

Which of the following is the CORRECT definition of a Release Unit?

- A. A measurement of cost
- B. A function described within Service Transition
- C. The team of people responsible for implementing a release
- D. The portion of a service or IT infrastructure that is normally released together

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 162

Which process lists "Understanding patterns of business activity" as a major role?

- A. Demand Management
- B. Supplier Management
- C. Service Desk
- D. Request Fulfillment

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

82

QUESTION 163

Which of the following statements is CORRECT?

- A. Process owners are more important to service management than service owners
- B. Service owners are more important to service management than process owners
- C. Service owners are as important to service management as process owners
- D. Process owners and service owners are not required within the same organization

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 164

Where would you expect incident resolution targets to be documented?

- A. A Service Level Agreement (SLA)
- B. A Request for Change (RFC)
- C. The Service Portfolio
- D. A Service Description

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 165

The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

- A. The utility of a service
- B. The warranty of a service
- C. The economic value of a service
- D. Return on investment

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

83

QUESTION 166

What are the two major processes in Problem Management?

- A. Technical and Service
- B. Resource and Proactive
- C. Reactive and Technical
- D. Proactive and Reactive

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 167

Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board
- B. A person that provides formal authorisation for a particular type of change.
- C. A role, person or a group of people that provides formal authorisation for a particular type of change.
- D. The Change Manager who provides formal authorisation for each change

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 168

Identify the input to the Problem Management process.

- A. Request for Change
- B. Problem Resolution
- C. Incident Records
- D. New Known Errors

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 169

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Early Life Support
- B. Service Test Manager
- C. Evaluation
- D. Release Packaging and Build Manager

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 170

The Service Catalogue Manager has responsibility for producing and maintaining the Service Catalogue. One of their responsibilities would be?

85

- A. Negotiating and agreeing Service Level Agreement
- B. Negotiating and agreeing Operational Level Agreements
- C. Ensuring that the information within the Service Catalogue is adequately protected and backed- up.
- D. Only ensure that adequate technical resources are available.

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 171

Which of the following should be considered when designing measurement systems, methods and metrics?:

86

- 1. The services
 - 2. The architectures
 - 3. The configuration items
 - 4. The processes
- A. 1, 2 and 3 only
 - B. 1, 3 and 4 only
 - C. 2, 3 and 4 only
 - D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 172

With which process is Problem Management likely to share categorization and impact coding systems?

- A. Incident Management
- B. Service Asset and Configuration Management
- C. Capacity Management
- D. IT Service Continuity

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

87

QUESTION 173

Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?

- A. The ITIL Complementary Guidance
- B. The Service Support book
- C. Pocket Guides
- D. The Service Strategy book

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 174

88

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration Baseline
- B. Project Baseline
- C. Change Baseline
- D. Asset Baseline

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

Topic 6, Volume F

QUESTION 175

Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 176

Which of the following would a Major Problem Review examine?

1. Things that were done correctly
2. Those things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

- A. 1 only
B. 2 and 3 only
89
C. 1, 2 and 4 only
D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 177

Where should the definitive authorized versions of all media Configuration Items (CIs) be stored and protected?

- A. Definitive Media Library
B. Definitive Software Store
C. Service Knowledge Management System
D. Software Secure Library

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 178

Which of the following options is a hierarchy that is used in Knowledge Management?

- A. Wisdom - Information - Data - Knowledge
B. Data - Information - Knowledge - Wisdom
C. Knowledge - Wisdom - Information - Data
D. Information - Data - Knowledge - Wisdom

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 179

Event Management, Problem Management, Access Management and Request Fulfillment are part of which stage of the Service Lifecycle?

- A. Service Strategy
 - B. Service Transition
 - C. Service Operation
- 90

D. Continual Service Improvement

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 180

Which of the following are aspects of Service Design?

- 1. Architectures
- 2. Technology
- 3. Service Management processes
- 4. Metrics

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 181

Which is the BEST definition of a Configuration Item (CI)?

- A. An item of hardware or software registered in the asset database
- B. A collection of information used to describe a hardware or software item
- C. An asset, service component or other item that is, or will be, under the control of Configuration Management
- D. Information recorded by the Service Desk when an Incident is reported

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 182

91

Which model delivers a view of the services, assets and infrastructure?

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

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 183

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 184

Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

- 1. Risk assessment
 - 2. Testing of resilience mechanisms
 - 3. Monitoring of component availability
- A. All of the above
 - B. 1 and 2 only
 - C. 1 and 3 only
 - D. 2 and 3 only

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 185

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor

D. Only one - the process architect

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 186

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations designed to perform certain types of work
- B. We must be able to measure them in a relevant manner
- C. They deliver specific results
- D. They respond to specific events

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 187

Which of the following would be defined as part of every process?

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- 1. Roles
 - 2. Activities
 - 3. Functions
 - 4. Responsibilities
-
- A. 1 and 3 only
 - B. All of the above
 - C. 2 and 4 only
 - D. 1, 2 and 4 only

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 188

The Supplier Management process includes:

- 1: Service Design activities, to ensure that contracts will be able to support the service requirements
- 2: Service Operation activities, to monitor and report supplier achievements
- 3: Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

- A. 1 and 2 only
- B. 1 only
- C. All of the above
- D. 1 and 3 only

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 189

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

- A. Categorization
- B. Logging
- C. Prioritization
- D. Closure

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 190

95

What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

- A. Return On Investment (ROI), Value On Investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities
- D. Technology, process and service

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 191

Which of the following might be used to manage an Incident?

1. Incident Model
2. Known Error Record

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 192

Which of the following are the two primary elements that create value for customers?

- A. Value on Investment (VOI), Return on Investment (ROI)
- B. Customer and User satisfaction
- C. Understanding Service Requirements and Warranty
- D. Utility and Warranty

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

96

QUESTION 193

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 194

Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

- A. Availability Management
- B. Demand Management
- C. Financial Management
- D. Service Level Management

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 195

A change process model should include:

- 1 - The steps that should be taken to handle the change with any dependences or co-processing defined,

including handling issues and unexpected events

2 - Responsibilities; who should do what, including escalation

3 - Timescales and thresholds for completion of the actions

4 - Complaints procedures

- A. 1, 2 and 3 only
- B. All of the above
- C. 1 and 2 only
- D. 1, 2 and 4 only

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Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 196

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 197

Which of the following should be done when closing an incident?

- 1. Check the incident categorization and correct it if necessary
 - 2. Check that user is satisfied with the outcome
- A. 1 only
 - B. Both of the above
 - C. 2 only
 - D. Neither of the above

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 198

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a

service can be minimized if all aspects of the service, the processes and the technology are considered during development?

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

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 199

A Service Design Package should be produced for which of the following?

1. A new IT service

99

2. A major change to an IT service
3. An Emergency Change to an IT service
4. An IT service retirement

- A. 1, 2 and 3 only
- B. 1, 2 and 4 only
- C. 1, 3 and 4 only
- D. All of the above

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 200

Which of the following BEST describes a Problem?

- A. A Known Error for which the cause and resolution are not yet known
- B. The cause of two or more Incidents
- C. A serious Incident which has a critical impact to the business
- D. The cause of one or more Incidents

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 201

A process owner is responsible for which of the following?

1. Documenting the process

- 2. Defining process Key Performance Indicators (KPIs)
- 3. Improving the process
- 4. Ensuring process staff undertake the required training

- A. 1, 3 and 4 only
 - B. All of the above
 - C. 1, 2 and 3 only
 - D. 1, 2 and 4 only
- 100

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 202

Contracts are used to define:

- A. The provision of IT services or business services by a Service Provider
- B. The provision of goods and services by Suppliers
- C. Service Levels that have been agreed between the Service Provider and their Customer
- D. Metrics and Critical Success Factors (CSFs) in an external agreement

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 203

In the phrase "People, Processes, Products and Partners". Products refers to:

- A. IT Infrastructure and Applications
- B. Services, technology and tools
- C. Goods provided by third parties to support the IT Services
- D. All assets belonging to the Service Provider

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 204

Service Transition contains detailed descriptions of which processes?

- A. Change Management, Service Asset and Configuration Management, Release and Deployment Management
- B. Change Management, Capacity Management Event Management, Service Request Management
- C. Service Level Management, Service Portfolio Management, Service Asset and Configuration Management

D. Service Asset and Configuration Management, Release and Deployment Management, Request Fulfillment
101

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 205

Which of the following is the BEST definition of an Event?

- A. Any detectable or discernable occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service
- C. The unknown cause of one or more Incidents
- D. Reducing or eliminating the cause of an Incident or Problem

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 206

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

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

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 207

Which of the following is the BEST description of a Business Case?

- A. A decision support and planning tool that projects the likely consequences of a business action
- B. A portable device designed for the secure storage and transportation of important documents
- C. A complaint by the business about a missed service level.
- D. The terms and conditions in an IT outsource contract.

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 208

Which of the following could BEST be described as "A decision support and planning tool that projects the likely consequences of a business action"?

- A. A Problem model
- B. A Service Improvement Plan (SIP)
103
- C. A Request for Change (RFC)
- D. A Business Case

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 209

Which of the following are included within Release and Deployment Models?

- Roles and responsibilities
- Template release and deployment
- Supporting systems, tools and procedures.
- Handover activities and responsibilities

- A. 1, 2 and 3 only.
- B. 2, 3 and 4 only.
- C. All of the above
- D. 1 and 4 only.

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 210

Which of the following are objectives of Service Design?

- Design Services to satisfy business objectives.
- Identify and manage risk.
- Design effective and efficient processes
- Design a secure and resilient IT infrastructure.

- A. 1 Only
- B. 2 and 3 only.
- C. 1, 2 and 4 only.
- D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 211

Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

- Allocate roles and responsibilities to work on CSI initiatives.
- Measure and review that the CSI plan is executed and its objectives are being achieved.
- Identify the scope, objectives and requirements for CSI.
- Decision on implementation of further enhancement.

- A. 3-1-2-4
- B. 3-4-2-1
- C. 1-3-2-4
- D. 2-3-4-1

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 212

Which of the following are benefits to the business of implementing Service Transition?

1. Ability to adapt quickly to new requirements
 2. Reduced cost to design new services
 3. Improved success in implementing changes
- A. 1 and 2 only
 - B. 2 and 3 only
 - C. 1 and 3 only
 - D. None of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 213

Remediation planning is BEST described in which of the following ways?

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- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a Change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change request of a failed change

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 214

When can a Known Error record be raised?

1. At any time it would be useful to do so
 2. After the permanent solution has been implemented
- A. 2 only
B. 1 only
C. Neither of the above
D. Both of the above

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 215

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A Service Change
B. A Change Model
C. A Pre-approved Change
D. A Change Advisory Board

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 216

106

Which of the following are objectives of Supplier Management?

1. Negotiating and agreeing Contracts
 2. Updating the Supplier and Contract database
 3. Planning for possible closure, renewal or extension of contracts
 4. Managing relationships with internal suppliers
- A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. None of the above

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 217

Which process or function is responsible for the Definitive Media Library and Definitive Spares?

- A. Facilities Management
- B. Access Management
- C. Request Fulfilment
- D. Service Asset and Configuration Management

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Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 218

Which of the following are valid parts of the Service Portfolio?

- 1. Service Pipeline
- 2. Service Knowledge Management System (SKMS)
- 3. Service Catalogue

- A. 1 and 2 only
- B. 3 only
- C. 1 and 3 only
- D. All of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 219

Which of these activities would commonly be performed by a Service Desk?

- 1. Logging details of incidents and service requests

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- 2. Providing first-line investigation and diagnosis
- 3. Restoring services
- 4. Implementing all standard changes

- A. all of the above
- B. 1, 2 and 3 only
- C. 2 and 4 only
- D. 3 and 4 only

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 220

Which of the following is an example of capabilities?

- A. Menu driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

Answer: B

Section: (none)

Explanation/Reference:

Reference: <http://www.knowledgetransfer.net/dictionary/ITIL/en/Capability.htm>

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QUESTION 221

Which process is responsible for ensuring that appropriate testing of a service or application takes place?

- A. Knowledge management
- B. release and department management
- C. service asset and configuration management
- D. service level management

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

110

QUESTION 222

Which of the following is event management NOT used for?

- A. Intrusion detection in the data center
- B. Recording and monitoring environmental conditions in the data center
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

Answer: A

Section: (none)

Explanation/Reference:

Reference: http://wiki.en.it-processmaps.com/index.php/Event_Management

QUESTION 223

112

Which of the following is NOT a characteristic of a process?

- A. Is measurable
- B. Delivers specific results

- C. Responds to specific events
- D. Structures an organization

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 224

Which of the following questions does the guidance in service strategy help to answer?

1. What services should we offer and to whom?
2. How do we differentiate ourselves from competing alternatives?
3. How do we create value for our customers?

- A. 1 only
- B. 2 only
- C. 3 only
- D. All of the above

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Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 225

In which of the following areas would the ITIL complementary guidance be of assistance?

1. Adapting best practice for specific industry sectors
2. Integrate ITIL with other operating models

- A. both of the above
- B. Neither of the above
- C. 1 only
- D. 2 only

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 226

Which of the following is an objective of service transition?

114

- A. To negotiate service levels for new services
- B. To plan and manage the resource requirements for releases

- C. To provide quality knowledge of incident and problem management
- D. To plan and manage entries in the service catalogue.

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 227

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. the change manager

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 228

When can a known error record be raised?

1 At any time when it would be useful to do so

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2 After a workaround has been found

- A. 2 only
- B. 1 only
- C. Neither of the above
- D. Both of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 229

Which of the following questions does the guidance in service strategy help to answer?

- What services should we offer and to whom?
- How do we differentiate ourselves from competing alternatives
- How do we create value for our customers?

- A. 1 only
- B. 2 only
- C. 3 only
- D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 230

Which of the following drives demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

Answer: A

Section: (none)

Explanation/Reference:

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Explanation:

QUESTION 231

The design of IT services requires the effective and efficient use of what?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

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Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 232

When can a known error record be raised?

1. At any time when it would be useful to do so
2. After a workaround has been found

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- A. 2 only
- B. 1 only
- C. Neither of the above
- D. Both of the above

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 233

Availability Management is directly responsible for the availability of which of the following?

- A. IT Services and Components
- B. IT Services and Business Processes
- C. Components and Business Processes
- D. IT Services, Components and Business Processes

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 234

Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

- 1) Risk assessment
 - 2) Testing of resilience mechanisms
- A. None of the above
 - B. Both of the above
 - C. 1 only
 - D. 2 only

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 235

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Operation
- B. Capacity Management
- C. Service Design
- D. Availability Management

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 236

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes: for ease of management, a known error record can be created at any time it is prudent to do so
- B. No: a known error record must only be created after a workaround has been found
- C. No: a known error record is created when the original incident is raised
- D. No: a known error record should be created with the next release of the service

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 237

Which of the following could BEST be described as "A decision support and planning tool that projects the likely consequences of a business action"?

- A. A problem model
- B. A Service Improvement Plan (SIP)
- C. A Request for Change (RFC)
- D. A business case

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 238

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations
- B. They are measurable
- C. They deliver specific results
- D. They respond to specific events

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 239

Access Management is closely related to which other process?

- A. Capacity Management only
- B. 3rd line support
- C. Information Security Management
- D. Change Management

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 240

Which of the following statements about Service Asset and Configuration Management is/are CORRECT?

- 1) A Configuration Item (CI) can exist as part of any number of other CIs at the same time
 - 2) Choosing which CIs to record will depend on the level of control an organization wishes to exert
- A. 1 only
 B. 2 only
 C. Both of the above
 D. Neither of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 241

A configuration model can be used to help

- 1) Assess the impact and cause of incidents and problems
 - 2) Assess the impact of proposed changes
 - 3) Plan and design new or changed services
 - 4) Plan technology refresh and software upgrades
- A. 1, 2 and 3 only
 B. All of the above
 C. 1, 2 and 4 only
 D. 3 and 4 only

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 242

Which of these recommendations is good practice for Service Level Management?

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- 1) Include legal terminology in Service Level Agreements (SLAs)
 - 2) It is NOT necessary to be able to measure all the targets in an SLA
- A. 1 only
 B. 2 only
 C. Both of the above
 D. Neither of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 243

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service Level Management
- B. Service Portfolio Management
- C. Request Fulfilment
- D. Demand Management

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 244

Which of the following BEST describes 'Partners' in the phrase "People, Processes, Products and Partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The Facilities Management function

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 245

A Process Owner is responsible for which of the following?

- 1) Documenting the process
 - 2) Defining process Key Performance Indicators (KPIs)
 - 3) Improving the process
 - 4) Performing all activities involved in a process
- A. 1, 3 and 4 only
 - B. All of the above
 - C. 1, 2 and 3 only
 - D. 1, 2 and 4 only

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 246

Which of the following would BEST be used to record all third party contract details together with details of the type of services each contractor provides?

- A. An underpinning contract
- B. A Configuration Management Database (CMDB)
- C. A Supplier and Contracts Database (SCD)
- D. An asset register

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 247

Understanding customer usage of services and how this varies over time is part of which process?

- A. Service Portfolio Management
 - B. Service Level Management
 - C. Component Capacity Management
 - D. Demand Management
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Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 248

Which of the following would commonly be in a contract underpinning an IT service?

- 1) Marketing information
 - 2) Contract description and scope
 - 3) Responsibilities and dependencies
- A. 1 and 2 only
 - B. 1 and 3 only
 - C. 2 and 3 only
 - D. None of the above

Answer: C

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 249

Which of the following areas would technology help to support during the Service Lifecycle?

- 1) Data mining and workflow
- 2) Measurement and reporting
- 3) Release and deployment
- 4) Process Design

- A. 2, 3 and 4 only
- B. 1, 3 and 4 only
- C. 1, 2 and 3 only
- D. All of the above

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 250

The consideration of value creation is a principle of which stage of the Service Lifecycle?

- A. Continual Service Improvement
- B. Service Strategy
- C. Service Design
- D. Service Transition

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 251

Which process or function is responsible for the Definitive Media Library and Definitive Spares?

- A. Facilities Management
- B. Access Management
- C. Request Fulfilment
- D. Service Asset and Configuration Management

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

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QUESTION 252

Which of the following should be documented in an Incident Model?

- 1) Details of the Service Level Agreement (SLA) pertaining to the incident

2) Chronological order of steps to resolve the incident

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 253

The BEST description of an Incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D.

Answer: B

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 254

What are Request Models used for?

- A. Assessing changes to understand their potential impact
- B. Modelling arrival rates and performance characteristics of service requests
- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Defining how common types of service requests should be processed

Answer: D

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 255

The goal of which process is: "To improve the quality of management decision making by ensuring that reliable and secure information and data is available throughout the lifecycle"?

- A. Knowledge Management
- B. Availability Management
- C. Service Asset and Configuration Management
- D. Change Management

Answer: A

Section: (none)

Explanation/Reference:

Explanation:

QUESTION 256

What is IT Governance concerned with?

- A. Measuring and improving the efficiency and effectiveness of IT processes
- B. Ensuring that IT processes support the organization's strategies and objectives
- C. Reducing the total cost of providing services to the business
- D. Ensuring that targets documented in Service Level Agreements (SLAs) are met 132

Answer: B

Section: (none)

Explanation/Reference:

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