**1. What concept below reflects “fitness for purpose” and represents the characteristics of a service which a customer gets to achieve desired outcomes?**

a. Warranty  
b. Utility  
c. Resources  
d. Service Management

**b** – Utility reflects “fitness for purpose” and is what the customer gets to achieve desired outcomes.

**2. Which of the following ITIL Core volumes places and prioritizes improvement programs according to strategic objectives?**

a. Service Strategy  
b. Continual Service Improvement  
c. Service Transition  
d. Service Operation

**b** – Continual Service Improvement accommodates learning and improvement, and prioritizes improvement programs and projects in accordance with an organization’s strategic objectives.

**3. Which of the statements below are true regarding service assets?  
The justification to maintain and upgrade service assets is increased as the demand for those service assets increase  
Costs incurred by accommodating the demand for services are recovered from the customer through agreed terms and conditions**

a. I and II  
b. I  
c. II  
d. Both statements are false

**a** – Both statements above are true. As more demand is generated for services, there is more reason to keep those services maintained. The cost of offering a service to a customer is recovered from the customer.

**Q4) Which of the following are valid objectives of the ITIL Service Desk function?**

I. To quickly restore normal service to users after an interruption  
II. To provide first-line support to users  
III. To manage the resolution of incidents  
IV. To escalate requests which cannot be resolved by first-line support

a. I, II  
b. I, II, IV  
c. II, III, IV  
d. All of these responses / All of the above

**d** – All of the items listed are valid objectives of the Service Desk Function.

**Q5) What role acts as the primary point of contact to customers for all service related questions and issues, ensures that customer delivery and support requirements are met, and may identify opportunities for service improvements which result in raised RFCs?**

a. Service Owner  
b. Process Owner  
c. Change Manager  
d. Service Level Manager

**a** – The Service Owner is responsible for the activities listed above; In addition, the Service Owner will communicate with Process Owners over the course of the Service Management lifecycle.

**Q6) Under ITIL, what are the 4 “P”s which facilitate effective Service Management?**

a. People, Processes, Products, Partners  
b. Profit, Procedure, Products, Potential  
c. People, Procedure, Profit, Planning  
d. People, Products, Profit, Performance

**a** – The 4 “P”s of Service Management, as defined by ITIL, are People, Processes, Products, Partners.

**Q7) What generic Service Management concept(s) allows defined processes such as an organization’s Incident Lifecycle and Change Model to be pre-defined and controlled, resulting in the automatic management of items such as escalation paths and alerting?**

a. Service Assets  
b. Workflow or process engines  
c. Incident workarounds  
d. The Deming Cycle

**b** – Workflows and/or process engines allow processes to be pre-defined and controlled, resulting in automatic management of the items described.

**Q8) Which of the Service Strategy statements below are true?**

I. Both Resources and Capabilities are types of assets  
II. Capabilities are easier for an organization to acquire than Resources

a. I and II  
b. I  
c. II  
d. Both statements are false

**b** – Resources are easier for an organization to acquire than Capabilities; Capabilities relate to the management, processes, and knowledge within the organization.

**Q9) What term best represents the concept of outcomes desired by customers, in combination with the services available to facilitate those outcomes?**

a. Service Portfolio  
b. Service Catalogue  
c. Market Space  
d. Market Value

**c** – Market Space is represented by the desired outcomes of customers, along with the services available to support those outcomes.

**Q10) What aspect of Service Design is concerned with designing the calculation methods and metrics of services?**

a. Technology archictectural design  
b. Process Design  
c. Measurement Design  
d. Service Portfolio Management

c – In Service Design, Measurement Design is concerned with with designing the calculation methods and metrics of services.

**Q11) What type of Service Desk is typically dispersed geographically, provides 24 hour support at a relatively low cost, and may need to provide safeguards which address different cultures?**

a. Local Service Desk  
b. Centralized Service Desk  
c. Virtual Service Desk  
d. Follow the Sun

**d** – The characteristics above describe a Follow the Sun approach.

**Q12) A large law firm is evaluating a new email service offered by a managed service provider. The law firm is determining if the service meets a specific functional requirement. The ability of the email service to do so is best described by which of the following terms?**

a. Warranty  
b. Value  
c. Utility  
d. Capacity

**c** – Utility is the functionality offered by a service to meet a particular need. Utility is often defined as “what the service does.”

**Q13) What statement below best describes the concept of “Service Management” in ITIL?**

a. A set of specialized organizational capabilities for providing value to customers in the form of services.  
b. A logical concept referring to people and automated measures that execute a defined process, an activity, or a combination thereof.  
c. A means of delivering value to customers by facilitating outcomes they want to achieve, without the ownership of specific costs and risks.  
d. A team, unit, or person that performs tasks related to a specific process.

**a** – ITIL describes Service Management as “A set of specialized organizational capabilities for providing value to customers in the form of services.”.

**Q14) What types of context-sensitive tools execute automated scripts which assist with diagnosing incidents in a short amount of time?**

a. Remote control tools  
b. Discovery, Deployment, and Licensing Technologies  
c. Integrated Configuration Management System (CMS)  
d. Diagnostic utilities

**d** – Diagnostic utilities use automated scripts to diagnose incidents earlier, and are context sensitive regarding the application.

**Q15) You are responsible for documenting the required level of service and performance targets with your organization’s internal Application Support group so that the expected level of service can be delivered to the customer. What is this internal, underpinning document referred to as?**

a. Operational Level Agreement (OLA)  
b. Availability Management Plan  
c. Service Level Agreement (SLA)  
d. Service Catalogue

**a** – An OLA would document the level of service and performance target expected of internal departments within the organization.

**Q16) Which of the following statements regarding the Service Portfolio are true?  
I. The Service Portfolio should form part of a Service Knowledge Management System (SKMS)  
II. The Service Portfolio should be registered as a document within an organization’s Configuration Management System (CMS)**

a. I and II  
b. I  
c. II  
d. None of the above are true.

**a** – The Service Portfolio should be part of an overarching SKMS, and should also be registered as a document in the CMS.

**Q17) Which of the following is not a key metric associated with Service Level Management?**

a. SLA Targets Missed  
b. SLA Breaches in Underpinning Contracts  
c. Number of Service Interruptions  
d. Customer Satisfaction of SLA Achievements

**c** – The number of Incidents due to Capacity Shortages would not be tracked by Service Level Management; rather it would be tracked by Availability Management.

**Q18) An item such as a service component or an asset of the organization which is under the control of Configuration Management is known as what?**

a. Configuration Item (CI)  
b. Configuration Management System (CMS)  
c. Variant  
d. Resource

**a** – A Configuration Item (CI) includes any item which is, or will be, under the control of Confguration Management.

**Q19) What role is responsible for identifying and documenting the value of services within an organization and provides cost information to Service Portfolio Management?**

a. IT Financial Manager  
b. Service Level Manager  
c. Demand Manager  
d. Product Manager

**a** – The IT Financial Manager is responsible for identifying and documenting the value of services within an organization and provides cost information to Service Portfolio Management.

**Q20) What statement below is true regarding a Function?**

a. A function must be performed by multiple personnel, representing an organizational unit  
b. A single person must focus on a single function only  
c. Functional hierarchies decrease cross-functional coordination within an organization  
d. A function optimizes work methods by focusing on specific outcomes

**d** – A function can be performed by as little as one person within an organization. In smaller organizations, single persons may be multi-functional. Functional hierarchies increase cross-functional coordination, eliminating silos within an organization.

**Q21) What Service Design process ensures agreed levels of availability from the SLA is met, and maintains an Availability Plan which reflects the current and future needs of the organization?**

a. Service Level Management  
b. Capacity Management  
c. Availability Management  
d. Service Catalogue Management

**c** – As the name suggests, Availability Management ensures agreed levels of availability from the SLA is met, and maintains an Availability Plan which reflects the current and future needs of the organization.

**Q22) What Service Operation principle focuses on the ability to respond to changes without impacting other services?**

a. Responsiveness  
b. Quality of Service  
c. Cost of Service  
d. Stability

**a** – “Responsiveness” focuses on the ability to respond to changes without impacting other services.

**Q23) Which of the following items do not represent a valid term for the structure of a Service Desk?**

a. Centralized Service Desk  
b. Production Service Desk  
c. Local Service Desk  
d. Virtual Service Desk

**b** – The common terms used to define options for structuring Service Desks are Centralized Service Desk, Local Service Desk, Virtual Service Desk, and the Follow the Sun approach.

**Q24) Which of the following ITIL Core volumes relies on practices and methods from Quality Management, Change Management, and the enhancement of capabilities?**

a. Service Design  
b. Continual Service Improvement  
c. Service Operation  
d. Service Transition

**b** – Continual Service Improvement integrates the practices and methods from Quality Management, Change Management, and the improvement of capabilities.

**Q25) What item is responsible for storing only those services which are currently active and being offered by the organization?**

a. Service Catalogue  
b. Service Pipeline  
c. Service Specification  
d. Service Portfolio

**a** – The Service Catalogue consists of services currently being offered. The Service Pipeline consists entirely of services in development. The Service Portfolio consists of services in development, services currently being offered, and services which have been retired.

**Q26) What role is responsible for ensuring IT capacity is adequate for the delivery of services, produces and maintains a Capacity Plan, and balances capacity with demand?**

a. Capacity Manager  
b. Availability Manager  
c. Service Level Manager  
d. Demand Manager

**a** – The Capacity Manager performs the activities above, and also configures monitoring of capacity via different types of performance reporting.

**Q27) In which of the following areas can Service Management be positively impacted by automation?**

I. Design and modeling  
II. Service Catalogue  
III. Classification and routing  
IV. Optimization

a. I and II  
b. II and III  
c. I, III and IV  
d. All of these responses / All of the above

**d** – Service Management can benefit from automation in all of the areas listed; in addtion, pattern recogniation and analysis, and detection and monitoring may also be improved.

**Q28) A Service Desk structure which utilizes a number of sites, located in different time zones, in an effort to provide 24 hour support is referred to as:**

a. Full coverage support  
b. Full service support  
c. Follow the sun support  
d. Follow the moon support

**c** – As the term suggests, “Follow the sun support” aims to provide users with around the clock support.

**Q29) What concept allows management to better understand a service’s quality requirements, and presents both the associated costs and expected benefits?**

a. Business Case  
b. Technical Service Catalogue  
c. Risk Analysis  
d. Service Portfolio

**a** – A Business Case presents management with a service’s quality requirements and associated delivery costs, in addition to models which outline what a service is expected to achieve.

**Q30) Under Service Design, what process is used to manage Underpinning Contracts with vendors through their lifecycle; and assures that those Underpinning Contracts are aligned with targets specified in customer SLAs?**

a. Supplier Management  
b. Capacity Management  
c. Service Level Management  
d. Information Security Management

**a** – Underpinning Contracts are agreements made with 3rd party suppliers/vendors, and must be in alignment with customer SLAs. Supplier Management ensures this.

**Q31) Which of the following is not a Core volume of the ITIL Library?**

a. Service Strategy  
b. Service Transition  
c. Continual Service Improvement  
d. Service Catalogue Management

**d** – The Core volumes of ITIL are Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement

**Q32) In ITIL, the activity of planning and regulating a process, with the objective of performing a process in an effective, efficient and consistent manner is known as what?**

a. The Process Model  
b. Process Change  
c. Process Control  
d. Process Policy

**c** – Process Control plans and regulates processes so that they are performed effectively, efficiently, and consistently.

**Q33) What role is responsible for formally authorizing changes, and may delegate this responsibility to another role based on pre-defined parameters such as risk and cost?**

a. Product Manager  
b. Change Authority  
c. Change Manager  
d. Change Advisory Board

**b** – The Change Authority (which is a given role, person, or group) is responsible for the activities listed above.

**Q34) Which of the following items is not a recognized Change Type under Service Transition?**

a. Normal  
b. Standard (Pre-authorized)  
c. Emergency  
d. Planned

**d** – The three Change Types defined by ITIL are Normal (not pre-approved), Standard (Pre-authorized), and Emergency.

**Q35) Which of the following items below would least likely be categorized as a Service Request?**

a. A request for a password re-set to allow a user to log in to a time tracking program  
b. A request for a user manual for the corporate extranet  
c. A request to fix a user’s network connection which failed after an application caused an error  
d. A request for a database extract from an information system

**c** – As Service Requests are classified as incidents which do not reflect a failure in the IT infrastructure, the user who’s application caused an error would be the correct response.

**Q36) What role is responsible for owning, maintaining, and protecting the Known Error Database?**

a. Incident Manager  
b. Problem Manager  
c. Alert Manager  
d. Event Manager

**b** – The Problem Manager is responsible for the Known Error Database, and initiates the formal closure of all Problem records.

**Q37) Under Continual Service Improvement (CSI), what type of metrics are computed from component metrics?**

a. Technology Metrics  
b. Process Metrics  
c. Baseline Metrics  
d. Service Metrics

**d** – Service Metrics are computed from component metrics, and are the result of the end-to-end service.

**Q38) What Service Strategy process quantifies the financial value of IT Services, assets which underlie the provisioning of services, and the qualifications of operational forecasting?**

a. Demand Management  
b. Financial Management  
c. Strategy Generation  
d. Service Portfolio Management

**b** – Financial Management is the Service Strategy process responsible for quantifying the financial value of IT services, assets, and qualificiations of operational forecasting.

**Q39) The ability of an organization to transform resources in to services which can offer value to customers is a critical concept for which of the following?**

a. Process Model  
b. Service Management  
c. Role  
d. Good Practice

**b** – The statement describes a core concept of Service Management in ITIL.

**Q39) During a client discussion, you are asked to summarize the meaning of an Incident. Which of the items below most appropriately defines an Incident?**

a. The unknown root cause of one or more disruptions to Service  
b. Any event which may lead to the disruption, or decreased quality, of a Service  
c. A disruption for which the root cause is known  
d. A support request not involving a failure in the IT infrastructure.

**b** – quality to a Service. A support request not resulting from a failure in the IT infrastructure is a type of Incident (Service Request), but is not broad enough.

**Q40) What is the proper sequence of the ITIL concepts listed below?**

I. Good Practice  
II. Best Practice  
III. Evolution in to Commodity, Generally accepted principles, Perceived Wisdom, or Regulatory requirements

a. II occurs first, I occurs second, III occurs last  
b. I occurs first, III occurs second, II occurs last  
c. B occurs first, C occurs second, A occurs last  
d. A occurs first, B occurs second, C occurs last

**b** – Under ITIL, Best Practice adoption or development of Best Practice occurs first, over time the industry will adopt the Best Practice, turning it in to a Good Practice, which will then undergo Evolution in to Commodity, Generally accepted principles, Perceived Wisdom, or Regulatory requirements.

**Q41) What statement below best describes the concept of a “Service” in ITIL?**

a. A set of specialized organizational capabilities for providing value to customers in the form of services.  
b. A logical concept referring to people and automated measures that execute a defined process, an activity, or a combination thereof.  
c. A means of delivering value to customers by facilitating outcomes they want to achieve, without the ownership of specific costs and risks.  
d. A team, unit, or person that performs tasks related to a specific process.

**c** – ITIL describes a Service as “A means of delivering value to customers by facilitating outcomes they want to achieve, without the ownership of specific costs and risks.”.

**Q42) Which of the statements below are true about the ITIL concept of “Good Practice”?**

I. Good Practice represents Best Practices which have been commonly accepted and applied throughout the industry  
II. Good Practice is often referred to as the “most appropriate” and is considered to be complete, with no gaps  
III. Good Practice reflects an approach to an undertaking which has not yet been proven to be successful

a. I  
b. I and II  
c. III  
d. All of these responses / All of the above

**b** – Good Practice has already evolved from Best Practice, and is considered to be proven and successful.

**Q43) Which of the statements below describe the value offered to customers through the use of a Service?**

I. Performance of associated tasks are enhanced  
II. The probability of desired outcomes on behalf of the customer is increased  
III. Customer risk is increased, along with a higher potential for reward  
IV. The effect of constraints are reduced

a. I, III, IV  
b. II, III, IV  
c. I, II, IV  
d. All of these responses / All of the above

**c** – ITIL considers the value offered to customers through a Service to be all of the items above, except for increased risk. A Service should lower the risk to the customer for completion of associated tasks.

**Q44) What statement below best describes the concept of a “Role” in ITIL?**

a. A set of specialized organizational capabilities for providing value to customers in the form of services.  
b. A team, unit, or person that performs tasks related to a specific process.  
c. A logical concept referring to people and automated measures that execute a defined process, an activity, or a combination thereof.  
d. A means of delivering value to customers by facilitating outcomes they want to achieve, without the ownership of specific costs and risks.

**b** – ITIL describes a Role as “A team, unit, or person that performs tasks related to a specific process.”

**Q45) The technical support group within an organization is expected to assist with corporate software releases every quarter through specific Release Management activities, as well as ensure the network is consistently accessible via Availability Management activities. What statement below is true?**

a. Because they are a single department, the technical support group is playing a single role regardless of the activities they perform.  
b. The technical support group exists in a functional silo.  
c. The technical support group is performing functions outside of its authority.  
d. The technical support group is playing multiple roles by performing these activities.

**d** – A single group within an organization may play several roles, as demonstrated by the activities described. It is not known whether a functional silo exists, or whether proper authority has been granted.

**Q46) Which of the following statements best describes the relationship between procedures and work instructions?**

a. A procedure describes who should carry out logically related activities, while work instructions define how activities in a procedure should be carried out at a highly detailed level.  
b. A work instruction describes who should carry out logically related activities, while procedures define how activities in a work instruction should be carried out.  
c. A work instruction may include activities and stages from different processes, while a procedure only focuses on a single activity within a work instruction.  
d. A work instruction only focuses on who must complete a given unit of work, while a procedure only focuses on how the work will be performed.

**a** – A procedure describes who should carry out logically related activities, while work instructions define how activities in a procedure should be carried out at a highly detailed level.

**Q47) Which of the following items fall under the area of Process Enablers in the Process Model?**

I. Process Owner  
II. Process Resources  
III. Process Capabilities  
IV. Process Policy

a. I, IV  
b. II, III  
c. I, II, IV  
d. II, III, IV

**b** – The Process Resources and the Process Capabilities fall under the area of Process Enablers in the Process Model; Process Owner and Process Policy fall under the area of Process Control.

**Q48) An effective approach to an undertaking which has already proven to be successful, but has not yet become common industry practice, is known as what?**

a. Good Practice  
b. Generally Accepted Principles  
c. Best Practiced  
. Perceived Wisdom

**c** – A proven, effective approach which is not yet industry practice is known as a Best Practice. Once it is commonly adopted industry-wide, it becomes a state of Good Practice which is continuously improved.

**Q49) Within a process, the description of logically related activities, along with who should carry out the activities (i.e. “who does what”), is represented by which term?**

a. Work Instruction  
b. Best Practice  
c. Function  
d. Procedure

**d** – In ITIL, a procedure describes logically related activities in a process, and who should carry them out.

**Q50) Under ITIL, the organization or entity responsible for the delivery of a service to a customer is known as what?**

a. Supplier  
b. Internal Market  
c. Vendor  
d. Service Provider

**d** – A Service Provider reflects the organization or entity responsible for the delivery of a service to a customer.

**Q51) Which of the following items describes to a customer the services they will be provided, along with the expected level of service, roles and responsibilities?**

a. Operational Level Agreeement (OLA)  
b. Service Level Agreement (SLA)  
c. Service Specification  
d. Service Requirements

**b** – The SLA describes to the custom the services they will be provided, along with the expected level of service, roles and responsibilities.

**Q52) What item is a result of designing a new service, planning a major change to an existing service, or removing an existing service; and is relied on by Service Transition for its detailed requirements?**

a. Service Portfolio  
b. Service Level Agreement (SLA)  
c. Service Design Package (SDP)  
d. Quality Management Plan

**c** – The Service Design Package (SDP) is created when designing a new service, planning a major change to an existing service, or removing an existing service; it is relied on heavily by Service Transition.

**Q53) Under Configuration Management in ITIL, this system holds information on all of an organization’s Configuration Items (CIs).**

a. Configuration Item (CI)  
b. Configuration Management System (CMS)  
c. Service Knowledge Management System (SKMS)  
d. Service Catalogue

**b** – Under ITIL, the Configuration Management System is the overarching platform holding information on all of an organization’s Configuration Items (CIs).

**Q54) What term best reflects the uncertainty of an outcome, including negative threats, and positive opportunities?**

a. Business Case  
b. Risk  
c. Procedure  
d. Threat

**b** – A Risk represents an uncertain outcome, and can be positive or negative (opportunity or threat).

**Q55) A secure repository, where authorized versions of all media CIs are protected and stored, is known as what?**

a. Definitive Media Library (DML)  
b. Configuration Management Database (CMDB)  
c. Definitive Hardware Store (DHS)  
d. Configuration Management System (CMS)

**a** – The Definitive Media Library (DML) stores authorized versions of all media CIs, including master copies of all controlled software in an organization.

**Q56) What term in ITIL best reflects an unexpected interruption or reduction in the quality of an IT Service?**

a. Problem  
b. Service Request  
c. Incident  
d. Alert

**c** – An incident is an unexpected interruption or reduction in the quality of an IT Service

**Q57) What term best reflects a temporary method of resolving an issue, difficulty, or service interruption?**

a. Workaround  
b. Known Error  
c. Incident  
d. Service Request

**a** – A Workaround provides a temporary means of resolving an issue for which an underlying root cause has not yet been resolved