



Department: Information Technology

Course Name: Selected Topics in IT-1

Course Code: IT496

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Final Exam

Semester: Spring 2022

Duration: 60 Minutes

Total Marks: 60 Marks

Date: Wednesday, June 22, 2022

### Part 1

For each of the following statements, determine whether the statements is **True** or **False**. [In your answer sheet, please **mark (a) for True** and **(b) for False**].

1. ITIL stands for Information Technology Integrated Library. ☒ False
2. ITIL is one of the most important standards in service management. ☒ False
3. A service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks. ☒ True
4. In services, outputs and outcomes are the same. ☒ False
5. For some services, the customers and users are the same. ☒ True
6. An employee in the bank is considered as an internal customer to the local IT department inside the bank. ☒ True
7. A service can be core, enabling, or advanced. ☒ True
8. Spelling correction service in Gmail is considered as an enabling service. ☒ True
9. Vodafone is considered to be Type 3 IT service provider. ☒ True
10. The IT department in our faculty is Type 1 service provider. ☒ True
11. The utility of the service is more important than its warranty. ☒ True
12. If one of the warranty elements of the service is missing, the overall value of the service will NOT be impacted. ☒ False
13. The fit for use is also known as the warranty of the service. ☒ True
14. The main elements of the value creation of a service are: Business outcomes, preferences, and perceptions. ☒ True
15. A business case is a decision support and planning tool that projects the likely consequences of a business action. ☒ True
16. The first activity in Risk Management is to identify the risks. ☒ True
17. PBA stands for Process of Business Analysis ☒ True
18. Service Portfolio consists of three parts: service ideas, service catalogue, and retired services. ☒ True
19. If a service is no longer being offered, the service can still be listed in the service portfolio. ☒ True
20. If a service is being implemented and ready to be sold to the customers if requested, the service should be listed in the service catalogue. ☒ True
21. TCO stands for total cost of operation. ☒ True
22. SDP stands for Service Design Product. ☒ False
23. The SDP is passed from service design to service transition. ☒ True
24. To ensure high quality services, the IT service provider must sign SLA and OLA with the customer. ☒ True
25. OLA is the agreement that is signed between the IT service provider and the. ☒ True
26. The support team must sign an UP with the IT service provider in order to provide the required level of service. ☒ False



27. KPO is considered to be a higher-level of outsourcing compared to the BPO.
28. Multi-sourcing and partnership are the same type of outsourcing options. ✗
29. It is always better to perform partnership than outsourcing, because partnership ensures that the service provider and the supplier have a stronger relationship, and hence, can deliver a better service. ✓
30. SLRs are developed before SLAs. ✓
31. The OLA must contain the Reliability and the Maintainability of the service. ✓
32. If one component in the service has low availability, then the overall service must have low availability. ✗
33. The SLA must contain the availability and reliability of the service. ✗
34. CI stands for Changeable Item. ✗
35. The deployment approach that makes the software available in a central location but users are free to download it to their own location at a time of their choosing or when a user workstation restarts, is known as the phased approach. ✗
36. The input to the transition phase is the DSP. ✗
37. A change is the addition, modification or removal of anything that could have an effect on IT services. ✓
38. There are three types of changes: normal, standard, and emergency. ✓
39. RFC stands for request for change. ✓
40. DML stands for digital media library. ✗
41. The CMS contains a number of CMDBs. ✓
42. Normal changes do not require analysis as their risks are understood and accepted. ✓
43. The committee that study the changes is called Change Analysis Board (CAB). ✗
44. The "I" in the RACI model is for "Important". ✗
45. The Four Ps of the services are: People, Processes, Products/Technology, and Partners/Suppliers. ✓
46. The implementation of a service is performed in the Service Design phase. ✗
47. Service asset includes: service resources and service capabilities. ✓
48. The value of the service has two components: utility and warranty. ✓
49. One of the main important characteristics of a service is that the service value changes over time and circumstance. ✓
50. Retired services are part of the service portfolio. ✓
51. [Extra Point] A function is a logical concept that refers to the people and automated measures that execute a defined process, an activity or a combination of processes or activities.
52. [Extra Point] The service desk structure that provides 24-hour coverage without requiring service desk to work several or up normal shifts is called *follow the sun*.
53. [Extra Point] The objective of the incident management process is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations.
54. [Extra Point] Incidents and problems have the same meaning in ITIL.
55. [Extra Point] There are three types of events in IT: Informational, Warning, and Exception.
56. [Extra Point] IT Operation Management consists of two components: operations control and facilities management.



## Part 2

For each of the following questions, select the correct answer. [Each statement has only ONE correct answer].

57. minimizing or masking the effects of IT component failure to the users of a service is called:  
☒ (a) High availability (b) Continuous operation (c) Fault-tolerance (d) None of the above

58. eliminating planned downtime of an IT service is called:  
☒ (a) High availability (b) Continuous operation (c) Fault-tolerance (d) None of the above

59. Relationships involving significant commercial activity and business interaction is called:  
(a) Operational supplier (b) ☒ Tactical supplier (c) Strategic Supplier  
(d) None of the above

60. Suppliers of operational products or services is called:

61. ☒ (a) Operational supplier (b) Tactical supplier (c) Strategic Supplier  
(d) None of the above

62. The capacity of a service is considered one of the factors of service:  
(a) Utility (b) ☒ Warranty (c) Fit for purpose (d) All of the above

63. In the RACI model, each row must have ONLY ONE:

(a) Responsible (b) ☒ Accountable (c) Consulted (d) All of the above

64. \_\_\_\_\_ is the ability of a service, component or CI to perform its agreed function when required.

(a) Availability (b) Reliability (c) Maintainability (d) ☒ None of the above *Serviceability*

65. \_\_\_\_\_ is a measure of how long a service, component or CI can perform its agreed function without interruption.

(a) Availability (b) ☒ Reliability (c) Maintainability (d) None of the above

66. \_\_\_\_\_ is a measure of how quickly and effectively a service, component or CI can be restored to normal working after a failure.

(a) Availability (b) Reliability (c) ☒ Maintainability (d) None of the above

67. Which of the following statements about a standard change is INCORRECT?

- (a) A standard change is one for which the approach is pre-authorized by change management
- (b) Approval or authorization for each instance of a standard change will be granted by the nominated authority for that change
- (c) Standard changes are usually low risk and well-understood
- ☒ (d) Standard changes are only raised by incident management

68. Which of the following statements about DML are CORRECT?

- 1. The DML can include a physical store
- 2. The DML holds definitive hardware spares
- 3. The DML includes master copies of controlled documentation

- (a) All of the above
- (b) 1 and 2 only
- ☒ (c) 2 and 3 only
- (d) 1 and 3 only



69. Which process is responsible for packaging, building, testing and deployment of services?
- (a) Incident management
  - (b) Release and deployment management ✓
  - (c) Service asset and configuration management
  - (d) Service catalogue management
70. Which of the following is a type of service level agreement (SLA) described in the ITIL service design publication?
- (a) Priority-based SLA
  - (b) Technology-based SLA
  - (c) Location-based SLA
  - (d) Customer-based SLA ✓
71. Which of the following is NOT a goal or objective of availability management?
- (a) To monitor and report availability of components
  - (b) To ensure that service availability matches the agreed needs of the business
  - (c) To assess the impact of changes on the availability plan ✓
  - (d) To ensure that business continuity plans are aligned to the business objectives
72. Change management and release and deployment management are processes described within which phase of the service lifecycle?
- (a) Service operation
  - (b) Service strategy
  - (c) Service transition ✓
  - (d) Continual service improvement
73. Which of the following statements about supplier management is INCORRECT?
- (a) Supplier management negotiates operational level agreements (OLAs) ✓
  - (b) Supplier management ensures that suppliers meet business expectations
  - (c) Supplier management maintains information in a supplier and contract database or supplier and contractor management information system
  - (d) Supplier management negotiates external agreements to support the delivery of services
74. Which activities does service asset and configuration management ensure are performed on configuration items (CIs)?
- 1. CIs are identified
  - 2. Baselines of configuration are kept
  - 3. Changes to CIs are controlled
- (a) All of the above
  - (b) 1 and 2 only
  - (c) 1 and 3 only ✓
  - (d) 2 and 3 only
75. Which of the following statements is CORRECT for ALL processes?
- (a) They define functions as part of their design
  - (b) They should deliver value for stakeholders
  - (c) They are carried out by an external service provider in support of a customer ✓
  - (d) They are units of organizations responsible for specific outcomes

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End of Questions-Best of Luck