  <txt id="intro1">Assess Yourself!</txt>

  <txt id="intro2">You have to answer 30 multiple choice questions.</txt>

  <txt id="intro3">You need to score a minimum of 70% to pass the test.</txt>

  <txt id="intro4">Click Enter to begin the test.</txt>

  <txt id="intro5">All the Best!</txt>

  <txt id="intro6">Assessment - Result</txt>

  <txt id="intro7">Your score</txt>

  <txt id="intro8" />

  <txt id="intro9">MS 101 Assessment</txt>

  <txt id="intro10">Click the Correct Option.</txt>

  <txt id="intro11">Click Get your certificate.</txt>

  <txt id="intro12">Sorry! You have failed</txt>

  <txt id="intro13">Congratulations!</txt>

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  <QUESTION1>1</QUESTION1>

  <QUESTION>Which sub process of Capacity Management focuses on the IT Infrastructure that is used to support provision?</QUESTION>

  <OPTION1>Business Capacity Management</OPTION1>

  <OPTION2>Component Capacity Management</OPTION2>

  <OPTION3>Service Capacity Management</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>Component Capacity Management</ANSWER>

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  <QUESTION1>2</QUESTION1>

  <QUESTION>The information security policy should include all of the following policies EXCEPT</QUESTION>

  <OPTION1>A charging policy</OPTION1>

  <OPTION2>A record retention policy</OPTION2>

  <OPTION3>A E-mail policy</OPTION3>

  <OPTION4>An asset disposal policy</OPTION4>

  <ANSWER>A charging policy</ANSWER>

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  <QUESTION1>3</QUESTION1>

  <QUESTION>What is the purpose of Service Design?</QUESTION>

  <OPTION1>To define the perspective, position, plans, and patterns that a service provider needs to execute to meet an organization’s business outcomes</OPTION1>

  <OPTION2>To ensure that new, modified, or retired services meet the expectations of the business as documented in the service strategy and service design stages of the lifecycle</OPTION2>

  <OPTION3>To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to business users and customers</OPTION3>

  <OPTION4>To plan out the services, governing practices, processes and policies required to realize the service provider’s strategy and to facilitate the introduction of services into supported environments</OPTION4>

  <ANSWER>To plan out the services, governing practices, processes and policies required to realize the service provider’s strategy and to facilitate the introduction of services into supported environments</ANSWER>

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  <QUESTION1>4</QUESTION1>

  <QUESTION>Which of the following is NOT a purpose of the Service Asset and Configuration Management (SCAM) process?</QUESTION>

  <OPTION1>To determine the most appropriate release-unit level for each asset or component</OPTION1>

  <OPTION2>To ensure that accurate and reliable information about assets is available when and where it is needed</OPTION2>

  <OPTION3>To include details of how assets have been configured and the relationships between assets</OPTION3>

  <OPTION4>To ensure that the assets required to deliver services are properly controlled</OPTION4>

  <ANSWER>To determine the most appropriate release-unit level for each asset or component</ANSWER>

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  <QUESTION1>5</QUESTION1>

  <QUESTION>Which statement about IT Operations Management is CORRECT?</QUESTION>

  <OPTION1>It is responsible for ensuring that business and IT services provider strategies and plans are closely aligned</OPTION1>

  <OPTION2>It is responsible for performing the daily activities needed to manage IT services and the supporting IT infrastructure</OPTION2>

  <OPTION3>It is responsible for managing risks that could seriously impact IT services</OPTION3>

  <OPTION4>It is responsible for allowing users to make use of IT services, data or other assets</OPTION4>

  <ANSWER>It is responsible for performing the daily activities needed to manage IT services and the supporting IT infrastructure</ANSWER>

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  <QUESTION1>6</QUESTION1>

  <QUESTION>Which statement about the scope of Access Management is CORRECT?</QUESTION>

  <OPTION1>It involves the implementation of the policies from Information Security Management</OPTION1>

  <OPTION2>It is applied to any facet of service management that needs to be closely managed and that can be automated</OPTION2>

  <OPTION3>It allows users to make use of IT services, data, or other assets</OPTION3>

  <OPTION4>It ensures that access to services is available at the times that were agreed upon</OPTION4>

  <ANSWER>It involves the implementation of the policies from Information Security Management</ANSWER>

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  <QUESTION1>7</QUESTION1>

  <QUESTION>Which stages of the ITIL framework represent the revolving lifecycle stages of the lifecycle hub-and-spoke design?</QUESTION>

  <OPTION1>Service Design, Service Transition and Continual Service Improvement</OPTION1>

  <OPTION2>Service Strategy, Service Operation and Continual Service Improvement</OPTION2>

  <OPTION3>Service Design, Service Transition and Service Operation</OPTION3>

  <OPTION4>Service Strategy, Service Design, and Service Operation</OPTION4>

  <ANSWER>Service Design, Service Transition and Service Operation</ANSWER>

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  <QUESTION1>8</QUESTION1>

  <QUESTION>Which aspect of service design is reviewed to make sure that existing roles and responsibilities have the ability to support a new service?</QUESTION>

  <OPTION1>Design of Service Solutions</OPTION1>

  <OPTION2>Design of management information system and tools</OPTION2>

  <OPTION3>Design of required processes</OPTION3>

  <OPTION4>Design of measurement methods and metrics</OPTION4>

  <ANSWER>Design of required processes</ANSWER>

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  <QUESTION1>9</QUESTION1>

  <QUESTION>Your organization is in the process of developing multi-level service agreements. Which of the following is NOT a layer within a multi-layer service level agreement?</QUESTION>

  <OPTION1>Customer Level</OPTION1>

  <OPTION2>Corporate Level</OPTION2>

  <OPTION3>Service Level</OPTION3>

  <OPTION4>Strategic Level</OPTION4>

  <ANSWER>Strategic Level</ANSWER>

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  <QUESTION1>10</QUESTION1>

  <QUESTION>Which of the following is an example of the management information systems and tools aspect of Service Design?</QUESTION>

  <OPTION1>Customer and User Satisfaction Survey</OPTION1>

  <OPTION2>Service Catalogue</OPTION2>

  <OPTION3>Financial Information and Budgets</OPTION3>

  <OPTION4>Service Level Agreements</OPTION4>

  <ANSWER>Service Catalogue</ANSWER>

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  <QUESTION1>11</QUESTION1>

  <QUESTION>Which aspect of Availability is a measure of how long an IT service can perform its agreed function without interruption?</QUESTION>

  <OPTION1>Maintainability</OPTION1>

  <OPTION2>Reliability</OPTION2>

  <OPTION3>Availability</OPTION3>

  <OPTION4>Serviceability</OPTION4>

  <ANSWER>Reliability</ANSWER>

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  <QUESTION1>12</QUESTION1>

  <QUESTION>Which of the following is the BEST description of a service?</QUESTION>

  <OPTION1>A structured collection of activities that are intended to achieve a specific goal</OPTION1>

  <OPTION2>A way of delivering value to customers by helping to bring about results customers want to accomplish without owning the specific costs and risks</OPTION2>

  <OPTION3>Any capability or resource used by a service provider to provide utility and warranty to a customer</OPTION3>

  <OPTION4>Any capability or resource used by a customer to accomplish a business result</OPTION4>

  <ANSWER>A way of delivering value to customers by helping to bring about results customers want to accomplish without owning the specific costs and risks</ANSWER>

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  <QUESTION1>13</QUESTION1>

  <QUESTION>Which of the following resource can be used to indicate a breach to a service level target?</QUESTION>

  <OPTION1>Authority Matrix</OPTION1>

  <OPTION2>RACI Matrix</OPTION2>

  <OPTION3>Pareto Chart</OPTION3>

  <OPTION4>Service Level Agreement Monitoring (SLAM) chart</OPTION4>

  <ANSWER>Service Level Agreement Monitoring (SLAM) chart</ANSWER>

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  <QUESTION1>14</QUESTION1>

  <QUESTION>Which type of service change is BEST described as a pre-authorized change that is low risk, relatively common, and follows a procedure or work instruction?</QUESTION>

  <OPTION1>Standard Change</OPTION1>

  <OPTION2>Minor Change</OPTION2>

  <OPTION3>Normal Change</OPTION3>

  <OPTION4>Emergency Change</OPTION4>

  <ANSWER>Standard Change</ANSWER>

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  <QUESTION1>15</QUESTION1>

  <QUESTION>Which design feature for vital business functions (VBF) refers to an approach used to provide maximum availability of an IT service?</QUESTION>

  <OPTION1>Fault Tolerance</OPTION1>

  <OPTION2>Continuous Availability</OPTION2>

  <OPTION3>High Availability</OPTION3>

  <OPTION4>Continuous Operation</OPTION4>

  <ANSWER>Continuous Availability</ANSWER>

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  <QUESTION1>16</QUESTION1>

  <QUESTION>Which of the following is a major Service Design aspect?</QUESTION>

  <OPTION1>Strategies and Strategic Plans</OPTION1>

  <OPTION2>Request for Changes (RFCs) to resolve operational issues</OPTION2>

  <OPTION3>Management Information System and Tools</OPTION3>

  <OPTION4>Service Level Agreements (SLA)</OPTION4>

  <ANSWER>Management Information System and Tools</ANSWER>

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  <QUESTION1>17</QUESTION1>

  <QUESTION>Which of the following Service Design aspects specifically include the Service Catalogue?</QUESTION>

  <OPTION1>Design of Technology and Management Architectures</OPTION1>

  <OPTION2>Design of Measurement Methods and Metrics</OPTION2>

  <OPTION3>Design of Management Information System and Tools</OPTION3>

  <OPTION4>Design of Service Solutions</OPTION4>

  <ANSWER>Design of Service Solutions</ANSWER>

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  <QUESTION1>18</QUESTION1>

  <QUESTION>Which of the following activities are included in IT Operations Management?</QUESTION>

  <OPTION1>Access Management and IT Service Continuity Management (ITSCM)</OPTION1>

  <OPTION2>Application Service Provider (ASP) and Facilities Management</OPTION2>

  <OPTION3>IT Service Management (ITSM) and Release and Deployment Management</OPTION3>

  <OPTION4>IT Operations Control and Facilities Management</OPTION4>

  <ANSWER>IT Operations Control and Facilities Management</ANSWER>

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  <QUESTION1>19</QUESTION1>

  <QUESTION>Which of the following BEST describes an alert?</QUESTION>

  <OPTION1>A design flaw or malfunction that causes a failure of one or more IT services or other configuration items (CIs)</OPTION1>

  <OPTION2>A notification that a threshold has been reached, something has changed, or a failure has occurred</OPTION2>

  <OPTION3>An unplanned interruption to an IT service or a reduction in the quality of an IT service</OPTION3>

  <OPTION4>A change of state that has significance for the management of an IT service or other configuration item (CI)</OPTION4>

  <ANSWER>A notification that a threshold has been reached, something has changed, or a failure has occurred</ANSWER>

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  <QUESTION1>20</QUESTION1>

  <QUESTION>Which of the following is responsible for negotiating agreements between the service provider and customer, as well as ensuring that these agreements are met?</QUESTION>

  <OPTION1>Supplier Management</OPTION1>

  <OPTION2>Service Level Agreement (SLA)</OPTION2>

  <OPTION3>Demand Management</OPTION3>

  <OPTION4>Service Level Management (SLM)</OPTION4>

  <ANSWER>Service Level Management (SLM)</ANSWER>

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  <QUESTION1>21</QUESTION1>

  <QUESTION>Which of the following is the BEST description of a function?</QUESTION>

  <OPTION1>A team or group of people and the tools they use to carry out one or more processes or activities</OPTION1>

  <OPTION2>A structured set of activities designed to accomplish a specific objective</OPTION2>

  <OPTION3>A temporary organization, with people and other assets required to achieve an objective or other outcome</OPTION3>

  <OPTION4>A connection or interaction between the IT service provider and the business</OPTION4>

  <ANSWER>A team or group of people and the tools they use to carry out one or more processes or activities</ANSWER>

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  <QUESTION1>22</QUESTION1>

  <QUESTION>Which of the following is one of the five major Service Design aspects?</QUESTION>

  <OPTION1>Measurement Methods and Metrics</OPTION1>

  <OPTION2>Standard Operating Procedures</OPTION2>

  <OPTION3>Vital Business Function</OPTION3>

  <OPTION4>Shared Service Unit</OPTION4>

  <ANSWER>Measurement Methods and Metrics</ANSWER>

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  <QUESTION1>23</QUESTION1>

  <QUESTION>What do the four P’s of Service Design represent?</QUESTION>

  <OPTION1>People, Process, Principles and Profit</OPTION1>

  <OPTION2>People, Process, Products, and Projects</OPTION2>

  <OPTION3>People, Process, Products and Partners</OPTION3>

  <OPTION4>People, Process, Principles and Partners</OPTION4>

  <ANSWER>People, Process, Products and Partners</ANSWER>

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  <QUESTION1>24</QUESTION1>

  <QUESTION>What is the purpose of Service Operation?</QUESTION>

  <OPTION1>To ensure that new, modified, or retired services meet the expectations of the business as documented in the service strategy and service design stages of the lifecycle</OPTION1>

  <OPTION2>To plan out the services, governing practices, processes, and policies required to realize the service provider’s strategy and to facilitate the introduction of services into supported environments</OPTION2>

  <OPTION3>To define the perspective, position, plans, and patterns that a service provider needs to execute to meet an organization’s business outcomes</OPTION3>

  <OPTION4>To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to business users and customers</OPTION4>

  <ANSWER>To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to business users and customers</ANSWER>

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  <QUESTION1>25</QUESTION1>

  <QUESTION>Which of the following is used to manage the lifecycle of a single change?</QUESTION>

  <OPTION1>Request for Change (RFC)</OPTION1>

  <OPTION2>Standard Change</OPTION2>

  <OPTION3>Change Model</OPTION3>

  <OPTION4>Change Record</OPTION4>

  <ANSWER>Change Record</ANSWER>

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  <QUESTION1>26</QUESTION1>

  <QUESTION>Which of the following does NOT describe Application Management?</QUESTION>

  <OPTION1>It helps to decide if an application will be bought or built</OPTION1>

  <OPTION2>It is the software that provides functions that are required by an IT service</OPTION2>

  <OPTION3>Any department, group or team that is involved in managing and supporting operational applications can execute this function</OPTION3>

  <OPTION4>It is the function that is responsible for managing applications throughout their lifecycle</OPTION4>

  <ANSWER>It is the software that provides functions that are required by an IT service</ANSWER>

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  <QUESTION1>27</QUESTION1>

  <QUESTION>Which of the following aspects of Service Management would be included in the scope of Event Management?</QUESTION>

  <OPTION1>Configuration items (CIs)</OPTION1>

  <OPTION2>Environmental conditions</OPTION2>

  <OPTION3>Security</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>28</QUESTION1>

  <QUESTION>Which of the following is an interface with Incident Management from the Service Design stage of the Service lifecycle?</QUESTION>

  <OPTION1>Service Level Management (SLM)</OPTION1>

  <OPTION2>Access Management</OPTION2>

  <OPTION3>Problem Management</OPTION3>

  <OPTION4>Change Management</OPTION4>

  <ANSWER>Service Level Management (SLM)</ANSWER>

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  <QUESTION1>29</QUESTION1>

  <QUESTION>What is the purpose of Continual Service Improvement (CSI)?</QUESTION>

  <OPTION1>To ensure that new, modified or retired services meet the expectations of the business as documented in the Service Strategy and Service Design stages of the lifecycle</OPTION1>

  <OPTION2>To plan out the services, governing practices, processes and policies required to realize the service provider’s strategy and to facilitate the introduction of service into supported environments</OPTION2>

  <OPTION3>To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to business users and customers</OPTION3>

  <OPTION4>To ensure that IT services are aligned with changing business needs by identifying and implementing enhancements to IT services that support business processes</OPTION4>

  <ANSWER>To ensure that IT services are aligned with changing business needs by identifying and implementing enhancements to IT services that support business processes</ANSWER>

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  <QUESTION1>30</QUESTION1>

  <QUESTION>Which of the following statements about Serviceability is CORRECT?</QUESTION>

  <OPTION1>Customers require Service Level Agreements (SLAs) containing reliability targets</OPTION1>

  <OPTION2>Maintainability is the primary service target within SLAs for the business and customers availability</OPTION2>

  <OPTION3>Reliability and Maintainability targets within Operational Level Agreements (OLAs) should refer to the end-to-end service</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>Reliability and Maintainability targets within Operational Level Agreements (OLAs) should refer to the end-to-end service</ANSWER>

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  <QUESTION1>31</QUESTION1>

  <QUESTION>Which of the following is MOST strategically focused on achieving service levels?</QUESTION>

  <OPTION1>IT Operations Management</OPTION1>

  <OPTION2>Release and Deployment Management</OPTION2>

  <OPTION3>Business Relationship Management</OPTION3>

  <OPTION4>Service Level Management (SLM)</OPTION4>

  <ANSWER>Business Relationship Management</ANSWER>

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  <QUESTION1>32</QUESTION1>

  <QUESTION>Which type of external stakeholder of an IT service provider is the person or group who defines and agrees to the service level targets?</QUESTION>

  <OPTION1>Suppliers</OPTION1>

  <OPTION2>Customers</OPTION2>

  <OPTION3>Vendor</OPTION3>

  <OPTION4>Users</OPTION4>

  <ANSWER>Customers</ANSWER>

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  <QUESTION1>33</QUESTION1>

  <QUESTION>Which of the following is a value that is a result of implementing good Service Transition?</QUESTION>

  <OPTION1>Reduced frequency and duration of service outages</OPTION1>

  <OPTION2>Allows the service provider to promptly and effectively respond to changes in the business environment</OPTION2>

  <OPTION3>Improved quality of service</OPTION3>

  <OPTION4>Improved control of service assets and configurations</OPTION4>

  <ANSWER>Improved control of service assets and configurations</ANSWER>

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  <QUESTION1>34</QUESTION1>

  <QUESTION>Service desks can be structured in many ways. How would a Centralized Service Desk be described?</QUESTION>

  <OPTION1>Several Service Desks merged into a single location</OPTION1>

  <OPTION2>A Service Desk that gives the impression that it is a single centralized Service Desk, but in fact the personnel are scattered or located in any number (or type) of geographical locations</OPTION2>

  <OPTION3>A Service Desk that includes two or more geographically dispersed Service Desks and provides 24-hour follow-the-sun service</OPTION3>

  <OPTION4>A Service Desk that is co-located within, or that is physically located to, the users it serves</OPTION4>

  <ANSWER>Several Service Desks merged into a single location</ANSWER>

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  <QUESTION1>35</QUESTION1>

  <QUESTION>Which step of the Continual Service Improvement (CSI) approach involves implementing IT Service Management (ITSM) processes?</QUESTION>

  <OPTION1>Where are we now?</OPTION1>

  <OPTION2>How do we get there?</OPTION2>

  <OPTION3>Where do we want to be?</OPTION3>

  <OPTION4>How do we keep the momentum going?</OPTION4>

  <ANSWER>How do we get there?</ANSWER>

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  <QUESTION1>36</QUESTION1>

  <QUESTION>What can Service Automation improve?</QUESTION>

  <OPTION1>Accounting and Agreement</OPTION1>

  <OPTION2>Environment and Partnership</OPTION2>

  <OPTION3>Input and Output</OPTION3>

  <OPTION4>Utility and Warranty</OPTION4>

  <ANSWER>Utility and Warranty</ANSWER>

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  <QUESTION1>37</QUESTION1>

  <QUESTION>Which of the following is a responsibility of the process practitioner?</QUESTION>

  <OPTION1>Creating or updating records to prove that activities have been carried out correctly</OPTION1>

  <OPTION2>Supplying goods or services that are required to deliver IT Services</OPTION2>

  <OPTION3>Managing the lifecycle of all incidents</OPTION3>

  <OPTION4>Appointing people to the required roles</OPTION4>

  <ANSWER>Creating or updating records to prove that activities have been carried out correctly</ANSWER>

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  <QUESTION1>38</QUESTION1>

  <QUESTION>Which statements about the Service Knowledge Management System (SKMS) are CORRECT?</QUESTION>

  <OPTION1>Configuration data is stored in the configuration Management Database (CMDB), which is fed through the Configuration Management System (CMS) to the SKMS.</OPTION1>

  <OPTION2>The CMS is part of the SKMS</OPTION2>

  <OPTION3>The SKMS provides support for making informed decision and delivering services</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>39</QUESTION1>

  <QUESTION>Which of the following is the purpose of Change Management?</QUESTION>

  <OPTION1>To ensure that changes are documented and analyzed.</OPTION1>

  <OPTION2>To make effective use of overall risk by accepting potentially beneficial risks</OPTION2>

  <OPTION3>To ensure that requests for change align with the business needs of the service</OPTION3>

  <OPTION4>To ensure beneficial changes to be made with minimum disruption to IT Services</OPTION4>

  <ANSWER>To ensure beneficial changes to be made with minimum disruption to IT Services</ANSWER>

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  <QUESTION1>40</QUESTION1>

  <QUESTION>Which of the following is NOT an output of Service Level Management (SLM)?</QUESTION>

  <OPTION1>Service Improvement Plan (SIP)</OPTION1>

  <OPTION2>Update to Request for Changes (RFCs)</OPTION2>

  <OPTION3>Up-to-date Service Portfolio</OPTION3>

  <OPTION4>Updated requirements for Underpinning Contracts</OPTION4>

  <ANSWER>Up-to-date Service Portfolio</ANSWER>

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  <QUESTION1>41</QUESTION1>

  <QUESTION>Which of the following is NOT a characteristic of value as created through Services?</QUESTION>

  <OPTION1>Value is defined by the Service Provider</OPTION1>

  <OPTION2>Affordable mix of features</OPTION2>

  <OPTION3>Value changes over time and circumstance</OPTION3>

  <OPTION4>Achievement of objectives</OPTION4>

  <ANSWER>Value is defined by the Service Provider</ANSWER>

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  <QUESTION1>42</QUESTION1>

  <QUESTION>Which of the following contains details of current and historic usage of IT Service and Components and also includes scenarios predicting business demands?</QUESTION>

  <OPTION1>Configuration Management System</OPTION1>

  <OPTION2>Capacity Plan</OPTION2>

  <OPTION3>Configuration Baseline</OPTION3>

  <OPTION4>Charter</OPTION4>

  <ANSWER>Capacity Plan</ANSWER>

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  <QUESTION1>43</QUESTION1>

  <QUESTION>Which of the following is defined as the underlying cause of one of more unplanned interruptions to an IT Service?</QUESTION>

  <OPTION1>Incident</OPTION1>

  <OPTION2>Workaround</OPTION2>

  <OPTION3>Problem</OPTION3>

  <OPTION4>Event</OPTION4>

  <ANSWER>Problem</ANSWER>

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  <QUESTION1>44</QUESTION1>

  <QUESTION>What is the MAIN responsibility of the Service Owner?</QUESTION>

  <OPTION1>Communicate process information or changes as appropriate to ensure awareness</OPTION1>

  <OPTION2>Define all aspects of an IT Service and its requirements throughout each stage of its lifecycle</OPTION2>

  <OPTION3>Provide the overall management of all IT Services</OPTION3>

  <OPTION4>Deliver a specific IT Service</OPTION4>

  <ANSWER>Deliver a specific IT Service</ANSWER>

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  <QUESTION1>45</QUESTION1>

  <QUESTION>Which of the following is the BEST description of IT Service Management?</QUESTION>

  <OPTION1>The implementation and Management of quality IT Services that meet the needs of the business</OPTION1>

  <OPTION2>An approach that emphasizes the importance of coordination and control across the various functions, processes and systems necessary to manage the full lifecycle of IT Services</OPTION2>

  <OPTION3>The framework of policy, processes, standards, guidelines and tools that ensures an organization can achieve its Information Security Management objectives</OPTION3>

  <OPTION4>A set of specialized organizational capabilities for providing value to customers in the form of Services</OPTION4>

  <ANSWER>The implementation and Management of quality IT Services that meet the needs of the business</ANSWER>

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  <QUESTION1>46</QUESTION1>

  <QUESTION>Which of the following describes the “R” in RACI?</QUESTION>

  <OPTION1>The person or people responsible for getting the job done</OPTION1>

  <OPTION2>The person who controls quality and the end results</OPTION2>

  <OPTION3>The people who are sought after for information and advice</OPTION3>

  <OPTION4>People who are kept up to date on progress</OPTION4>

  <ANSWER>The person or people responsible for getting the job done</ANSWER>

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  <QUESTION1>47</QUESTION1>

  <QUESTION>Continual Service Improvement (CSI) uses various types of metrics to support its activities. Which type of metric is frequently associated with application-based metrics?</QUESTION>

  <OPTION1>Process metrics</OPTION1>

  <OPTION2>Technology metrics</OPTION2>

  <OPTION3>Service metrics</OPTION3>

  <OPTION4>Improvement metrics</OPTION4>

  <ANSWER>Technology metrics</ANSWER>

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  <QUESTION1>48</QUESTION1>

  <QUESTION>Which of the following is the purpose of the Request Fulfillment process?</QUESTION>

  <OPTION1>To provide users with information on service availability and the required steps to obtain them</OPTION1>

  <OPTION2>To manage the lifecycle of all Service Requests from users</OPTION2>

  <OPTION3>To allow users to make use of IT Services, data or other assets</OPTION3>

  <OPTION4>To ensure that normal service operation is restored as quickly and the business impact is minimized</OPTION4>

  <ANSWER>To manage the lifecycle of all Service Requests from users</ANSWER>

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  <QUESTION1>49</QUESTION1>

  <QUESTION>As a category, Event are of \_\_\_\_\_\_\_\_\_\_\_\_types</QUESTION>

  <OPTION1>Exception</OPTION1>

  <OPTION2>Informational</OPTION2>

  <OPTION3>Informational and exceptions</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Informational and exceptions</ANSWER>

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  <QUESTION1>50</QUESTION1>

  <QUESTION>In event notification, a device is interrogated by a management tool, which collects certain targeted data. This is called polling</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>51</QUESTION1>

  <QUESTION>Significance of the events can be categorized as:</QUESTION>

  <OPTION1>Informational</OPTION1>

  <OPTION2>Warning</OPTION2>

  <OPTION3>Exception</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>52</QUESTION1>

  <QUESTION>For your Event Management to be effective, it should be designed during:</QUESTION>

  <OPTION1>Service Strategy</OPTION1>

  <OPTION2>Service Design</OPTION2>

  <OPTION3>Service Operation</OPTION3>

  <OPTION4>Service Transition</OPTION4>

  <ANSWER>Service Design</ANSWER>

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  <QUESTION1>53</QUESTION1>

  <QUESTION>Failed CI cannot be called as incident if service performance does not degrade</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>False</ANSWER>

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  <QUESTION1>54</QUESTION1>

  <QUESTION>Incidents can be logged by</QUESTION>

  <OPTION1>Technical Staff</OPTION1>

  <OPTION2>User</OPTION2>

  <OPTION3>Service Desk</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>55</QUESTION1>

  <QUESTION>Focus of Incident Management is on</QUESTION>

  <OPTION1>Permanent resolution</OPTION1>

  <OPTION2>Find the cause and fix it</OPTION2>

  <OPTION3>Restore ASAP (AS early As Possible)</OPTION3>

  <OPTION4>Make necessary changes in infrastructure</OPTION4>

  <ANSWER>Restore ASAP (AS early As Possible)</ANSWER>

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  <QUESTION1>56</QUESTION1>

  <QUESTION>Incident Management team is exempted to follow Change Management process because they are supposed to fix the reported issues and in the process of fixing the issues, they are required to make necessary changes</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>False</ANSWER>

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  <QUESTION1>57</QUESTION1>

  <QUESTION>Urgency, Severity, Impact and Priority is related as</QUESTION>

  <OPTION1>Urgency = Priority X Impact</OPTION1>

  <OPTION2>Priority = Urgency X Impact</OPTION2>

  <OPTION3>Severity = Impact X Priority</OPTION3>

  <OPTION4>All are incorrect</OPTION4>

  <ANSWER>Priority = Urgency X Impact</ANSWER>

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  <QUESTION1>58</QUESTION1>

  <QUESTION>Category in Incident management and category in Problem Management should be</QUESTION>

  <OPTION1>Can be different</OPTION1>

  <OPTION2>Doesn’t matter</OPTION2>

  <OPTION3>Same</OPTION3>

  <OPTION4>They are independent</OPTION4>

  <ANSWER>Same</ANSWER>

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  <QUESTION1>59</QUESTION1>

  <QUESTION>Primary interface with Request fulfillment process is as below</QUESTION>

  <OPTION1>Service Desk – Incident – Problem and Change</OPTION1>

  <OPTION2>Incident – Problem – Change and Release</OPTION2>

  <OPTION3>Incident – Capacity – Availability and Service Level Management (SLM)</OPTION3>

  <OPTION4>Incident – Release and Configuration Management</OPTION4>

  <ANSWER>Incident – Release and Configuration Management</ANSWER>

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  <QUESTION1>60</QUESTION1>

  <QUESTION>Challenges faced by Request Fulfillment process come from which combination</QUESTION>

  <OPTION1>People and Process</OPTION1>

  <OPTION2>Process and Technology</OPTION2>

  <OPTION3>People and Technology</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Process and Technology</ANSWER>

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  <QUESTION1>61</QUESTION1>

  <QUESTION>As per ITIL, a ‘problem’ is defined as the case of one or more incidents</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>62</QUESTION1>

  <QUESTION>Two major processes for Problem Management are</QUESTION>

  <OPTION1>Error Control and Problem Control</OPTION1>

  <OPTION2>Reactive and Proactive</OPTION2>

  <OPTION3>Error Control and Proactive</OPTION3>

  <OPTION4>Problem Control and Reactive</OPTION4>

  <ANSWER>Reactive and Proactive</ANSWER>

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  <QUESTION1>63</QUESTION1>

  <QUESTION>Known Error database should be owned by</QUESTION>

  <OPTION1>Configuration Management as part of CMDB</OPTION1>

  <OPTION2>Knowledge Management as part of SKMS</OPTION2>

  <OPTION3>Problem Management</OPTION3>

  <OPTION4>Should be owned by Tools group or KM team</OPTION4>

  <ANSWER>Problem Management</ANSWER>

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  <QUESTION1>64</QUESTION1>

  <QUESTION>In Service Transition phase, Problem Management interacts with</QUESTION>

  <OPTION1>Change Management</OPTION1>

  <OPTION2>Configuration Management</OPTION2>

  <OPTION3>Release and Deployment Management</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>65</QUESTION1>

  <QUESTION>In Service Design, Problem Management deals with</QUESTION>

  <OPTION1>Supplier Management</OPTION1>

  <OPTION2>Transition Planning and Support</OPTION2>

  <OPTION3>Security Management</OPTION3>

  <OPTION4>Capacity Management</OPTION4>

  <ANSWER>Capacity Management</ANSWER>

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  <QUESTION1>66</QUESTION1>

  <QUESTION>Access Management process is subset of the Availability Management process, whose objective is to ensure that all those authorized should have access to the documents and information:</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>False</ANSWER>

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  <QUESTION1>67</QUESTION1>

  <QUESTION>Service Operations team is accountable to find CI discrepancies while working on day to day basis</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>False</ANSWER>

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  <QUESTION1>68</QUESTION1>

  <QUESTION>Service Operations team is supposed to update the CI status and details based on</QUESTION>

  <OPTION1>Operations Manager’s approval</OPTION1>

  <OPTION2>Configuration Manager’s approval</OPTION2>

  <OPTION3>Incident Manager’s approval</OPTION3>

  <OPTION4>Operations Management function</OPTION4>

  <ANSWER>Configuration Manager’s approval</ANSWER>

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  <QUESTION1>69</QUESTION1>

  <QUESTION>Monitoring is performed by Service Operations teams, involved processes are:</QUESTION>

  <OPTION1>Supplier – Service Level Management (SLM) – Service Reporting</OPTION1>

  <OPTION2>Event – Capacity – Availability</OPTION2>

  <OPTION3>SLM – Incident – Problem</OPTION3>

  <OPTION4>Change – Validation – Release</OPTION4>

  <ANSWER>Event – Capacity – Availability</ANSWER>

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  <QUESTION1>70</QUESTION1>

  <QUESTION>Technical Management function has two responsibilities</QUESTION>

  <OPTION1>Build technical knowledge and deploy resources to support ITSM lifecycle</OPTION1>

  <OPTION2>Custodian of technical knowledge and owners of technically competent resource pool</OPTION2>

  <OPTION3>Custodian of technical knowledge and deploy resources to support ITSM lifecycle</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Custodian of technical knowledge and deploy resources to support ITSM lifecycle</ANSWER>

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  <QUESTION1>71</QUESTION1>

  <QUESTION>Discovery tools are used to</QUESTION>

  <OPTION1>Discover issues in the service line</OPTION1>

  <OPTION2>Populate and verify the CMS data and to assist in license management</OPTION2>

  <OPTION3>Discuss CI attributes of all the CI not live in the network</OPTION3>

  <OPTION4>Establish and / or confirm the scope of the service landscape</OPTION4>

  <ANSWER>Populate and verify the CMS data and to assist in license management</ANSWER>

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  <QUESTION1>72</QUESTION1>

  <QUESTION>Critical Success factors of Service Operations are</QUESTION>

  <OPTION1>Management Support</OPTION1>

  <OPTION2>Business Support</OPTION2>

  <OPTION3>Staffing Support</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>73</QUESTION1>

  <QUESTION>Effectiveness and Efficiency is the driver in every facet of the service operations, which of the following statement is true – 1. A measure of whether the objective has been achieved is called effectiveness, 2. A measure of whether right amount of resources has been used to deliver an output is called efficiency</QUESTION>

  <OPTION1>Both 1 and 2 are correct</OPTION1>

  <OPTION2>Both 1 and 2 are incorrect</OPTION2>

  <OPTION3>Statement 1 is correct</OPTION3>

  <OPTION4>Statement 2 is correct</OPTION4>

  <ANSWER>Both 1 and 2 are correct</ANSWER>

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  <QUESTION1>74</QUESTION1>

  <QUESTION>Failure of a Configuration Item not resulting in disruption of service is also called as an incident</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>75</QUESTION1>

  <QUESTION>Knowledge Base and Known Error Database is same</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>False</ANSWER>

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  <QUESTION1>76</QUESTION1>

  <QUESTION>Which of the statements are wrong:</QUESTION>

  <OPTION1>MTBF = Mean time Between Failures</OPTION1>

  <OPTION2>MTTR = Mean time to Repair</OPTION2>

  <OPTION3>MTTR = Mean time to Restore Service</OPTION3>

  <OPTION4>MTBSI = Mean time Between System Incidents</OPTION4>

  <ANSWER>MTTR = Mean time to Restore Service</ANSWER>

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  <QUESTION1>77</QUESTION1>

  <QUESTION>Writing of an equal amount of an asset’s value each year, usually a fixed percentage of cost, is known as …….</QUESTION>

  <OPTION1>Transfer cost</OPTION1>

  <OPTION2>Discounted cash flow</OPTION2>

  <OPTION3>Net Book Value</OPTION3>

  <OPTION4>Depreciating</OPTION4>

  <ANSWER>Depreciating</ANSWER>

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  <QUESTION1>78</QUESTION1>

  <QUESTION>Utility and Warranty can be explained as Increases performance average and Reduces performance variation</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>79</QUESTION1>

  <QUESTION>Utility is explained as</QUESTION>

  <OPTION1>It increases gain and it reduces pain</OPTION1>

  <OPTION2>It increases gain or it reduces pain</OPTION2>

  <OPTION3>It creates a balance between gain and pain</OPTION3>

  <OPTION4>None of the above statement is correct explanation</OPTION4>

  <ANSWER>It increases gain or it reduces pain</ANSWER>

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  <QUESTION1>80</QUESTION1>

  <QUESTION>Four P’s of Service Strategy are</QUESTION>

  <OPTION1>Perspective - Positions - Plan and Pattern</OPTION1>

  <OPTION2>Product - Price - Position and Perception</OPTION2>

  <OPTION3>Product - Plan - Price and Position</OPTION3>

  <OPTION4>Perspective - Perception - Position and Price</OPTION4>

  <ANSWER>Perspective - Positions - Plan and Pattern</ANSWER>

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  <QUESTION1>81</QUESTION1>

  <QUESTION>Financial Management is responsible for</QUESTION>

  <OPTION1>Budgeting</OPTION1>

  <OPTION2>Accounting</OPTION2>

  <OPTION3>Charging</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>82</QUESTION1>

  <QUESTION>Analyzing Pattern of Business Activity is responsibility of</QUESTION>

  <OPTION1>Demand Management</OPTION1>

  <OPTION2>Service Level Management</OPTION2>

  <OPTION3>Service Portfolio Management</OPTION3>

  <OPTION4>Capacity Management</OPTION4>

  <ANSWER>Demand Management</ANSWER>

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  <QUESTION1>83</QUESTION1>

  <QUESTION>Service Portfolio categorizes the risk in to following categories</QUESTION>

  <OPTION1>Grow the business</OPTION1>

  <OPTION2>Run the business</OPTION2>

  <OPTION3>Transform the business</OPTION3>

  <OPTION4>All of the Above</OPTION4>

  <ANSWER>All of the Above</ANSWER>

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  <QUESTION1>84</QUESTION1>

  <QUESTION>Outcome of existing Service Portfolio analysis leads to</QUESTION>

  <OPTION1>Retain and Replace</OPTION1>

  <OPTION2>Rationalize and Refactor</OPTION2>

  <OPTION3>Renew and Retire</OPTION3>

  <OPTION4>All of the Above</OPTION4>

  <ANSWER>All of the Above</ANSWER>

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  <QUESTION1>85</QUESTION1>

  <QUESTION>Service Portfolio is sum of</QUESTION>

  <OPTION1>Service Pipeline and Service Catalogue</OPTION1>

  <OPTION2>Service Design and Service Strategy</OPTION2>

  <OPTION3>Service Catalogue and Service Design</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Service Pipeline and Service Catalogue</ANSWER>

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  <QUESTION1>86</QUESTION1>

  <QUESTION>Which of the following statements about the Service Owner is INCORRECT?</QUESTION>

  <OPTION1>Carries out the day-to-day monitoring and operation of the service they own</OPTION1>

  <OPTION2>Contributes to continual improvement affecting the service they own</OPTION2>

  <OPTION3>Is a stakeholder in all of the IT processes which support the service they own</OPTION3>

  <OPTION4>Is accountable for a specific service within an organization</OPTION4>

  <ANSWER>Is accountable for a specific service within an organization</ANSWER>

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  <QUESTION1>87</QUESTION1>

  <QUESTION>Demand Management is about</QUESTION>

  <OPTION1>Understanding the Pattern of Business Activity (PBA)</OPTION1>

  <OPTION2>Influencing demand</OPTION2>

  <OPTION3>Both of them</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Both of them</ANSWER>

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  <QUESTION1>88</QUESTION1>

  <QUESTION>Continual Service Improvement expect all Service Managers to identify and differentiate between two basic role:</QUESTION>

  <OPTION1>Productions Vs Operations</OPTION1>

  <OPTION2>Productions Vs Project</OPTION2>

  <OPTION3>Operations Vs Project</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Productions Vs Project</ANSWER>

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  <QUESTION1>89</QUESTION1>

  <QUESTION>Core Objective of Service Improvement should be:</QUESTION>

  <OPTION1>Increasing Efficiency</OPTION1>

  <OPTION2>Maximizing Effectiveness</OPTION2>

  <OPTION3>Optimizing cost of services and underlying ITSM process</OPTION3>

  <OPTION4>All the above</OPTION4>

  <ANSWER>All the above</ANSWER>

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  <QUESTION1>90</QUESTION1>

  <QUESTION>Improvement cannot be achieved without clear and unambiguous accountabilities</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>91</QUESTION1>

  <QUESTION>In Continual Service Improvement (CSI), Deming cycle is critical at following points</QUESTION>

  <OPTION1>Implementation of CSI</OPTION1>

  <OPTION2>Application of CSI to services and service management process</OPTION2>

  <OPTION3>Both of the above</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Both of the above</ANSWER>

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  <QUESTION1>92</QUESTION1>

  <QUESTION>Your measurement framework should address following as, basic reason to monitor and measure</QUESTION>

  <OPTION1>Validate, direct, intervene and justify</OPTION1>

  <OPTION2>Verify, improve, review and update</OPTION2>

  <OPTION3>Review, improve, verify and validate</OPTION3>

  <OPTION4>Validate, review, improve and measure</OPTION4>

  <ANSWER>Validate, direct, intervene and justify</ANSWER>

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  <QUESTION1>93</QUESTION1>

  <QUESTION>ITIL is compliant to following ISO models:</QUESTION>

  <OPTION1>ISO20000</OPTION1>

  <OPTION2>ISO27000</OPTION2>

  <OPTION3>ISO19770</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>None of the above</ANSWER>

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  <QUESTION1>94</QUESTION1>

  <QUESTION>To Support Continual Service Improvement (CSI) activities, organization needs to collect following types of metrics</QUESTION>

  <OPTION1>Technology, Process and Service</OPTION1>

  <OPTION2>People, Process and Technology</OPTION2>

  <OPTION3>People, Process and Partner</OPTION3>

  <OPTION4>Service, Technology and People</OPTION4>

  <ANSWER>Technology, Process and Service</ANSWER>

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  <QUESTION1>95</QUESTION1>

  <QUESTION>Service Reporting is responsibility of</QUESTION>

  <OPTION1>Service Reporting Process</OPTION1>

  <OPTION2>Service Level Management</OPTION2>

  <OPTION3>Both of the above</OPTION3>

  <OPTION4>None</OPTION4>

  <ANSWER>Both of the above</ANSWER>

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  <QUESTION1>96</QUESTION1>

  <QUESTION>What are various cost involved in Continual Service Improvement (CSI) implementation</QUESTION>

  <OPTION1>Labor Cost and expertise cost</OPTION1>

  <OPTION2>Tooling cost and training cost</OPTION2>

  <OPTION3>Both of the above</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Both of the above</ANSWER>

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  <QUESTION1>97</QUESTION1>

  <QUESTION>Which of the following do Technology Metrics measure?</QUESTION>

  <OPTION1>Components</OPTION1>

  <OPTION2>Processes</OPTION2>

  <OPTION3>The end to end service</OPTION3>

  <OPTION4>Customer Satisfaction</OPTION4>

  <ANSWER>Components</ANSWER>

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  <QUESTION1>98</QUESTION1>

  <QUESTION>Which of the following do Service Metrics measure?</QUESTION>

  <OPTION1>Processes and functions</OPTION1>

  <OPTION2>Maturity and cost</OPTION2>

  <OPTION3>The end to end service</OPTION3>

  <OPTION4>Infrastructure availability</OPTION4>

  <ANSWER>The end to end service</ANSWER>

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  <QUESTION1>99</QUESTION1>

  <QUESTION>Which of these is the correct set of steps for the Continual Service Improvement Model?</QUESTION>

  <OPTION1>Devise a strategy; Design the Solution; Transition into Production; Operate the Solution; Continually Improve</OPTION1>

  <OPTION2>Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?</OPTION2>

  <OPTION3>Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution</OPTION3>

  <OPTION4>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?</OPTION4>

  <ANSWER>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>

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  <QUESTION1>100</QUESTION1>

  <QUESTION>An organization has undertaken the first two steps in the 7-Step Improvement Process, and has found a large gap between what it believes it SHOULD measure, and what it IS ABLE TO measure. The organization is in the process of drafting SLAs. What is the BEST way of dealing with this limited measurement capability in the short to medium term?</QUESTION>

  <OPTION1>SLAs should include targets based on what should be measured; Monitoring capabilities will then be gradually enhanced to allow the necessary monitoring and reporting to be introduced</OPTION1>

  <OPTION2>Work on the SLAs should be suspended until adequate monitoring capabilities are available to support the required targets</OPTION2>

  <OPTION3>SLAs should include targets based on what can currently be measured; SLA targets should be gradually enhanced as increased monitoring capability becomes available</OPTION3>

  <OPTION4>Operational Level Agreements (OLAs) and UCs should be examined, and targets should be included in the SLA to match those in the OLAs/UCs</OPTION4>

  <ANSWER>SLAs should include targets based on what should be measured; Monitoring capabilities will then be gradually enhanced to allow the necessary monitoring and reporting to be introduced</ANSWER>

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  <QUESTION1>101</QUESTION1>

  <QUESTION>An important beginning point for highlighting Continual Service Improvement is perform:</QUESTION>

  <OPTION1>Baseline</OPTION1>

  <OPTION2>Process Audit</OPTION2>

  <OPTION3>Process Assessment</OPTION3>

  <OPTION4>Statistical Analysis</OPTION4>

  <ANSWER>Baseline</ANSWER>

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  <QUESTION1>102</QUESTION1>

  <QUESTION>Continual Service Improvement is expected to identify faults or weaknesses in which of the following Lifecycle phases?</QUESTION>

  <OPTION1>All phases of the Service Lifecycle</OPTION1>

  <OPTION2>All phases of the Lifecycle, except Service Strategy</OPTION2>

  <OPTION3>All phases of the Lifecycle, except CSI</OPTION3>

  <OPTION4>Service Design, Service Transition and Service Operation only</OPTION4>

  <ANSWER>All phases of the Service Lifecycle</ANSWER>

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  <QUESTION1>103</QUESTION1>

  <QUESTION>Which of the following is NOT an aim of the Change Management process?</QUESTION>

  <OPTION1>To ensure the impact of changes are better understood</OPTION1>

  <OPTION2>To ensure standardized methods and procedures are used for efficient and prompt handling of changes</OPTION2>

  <OPTION3>To ensure that all changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)</OPTION3>

  <OPTION4>To deliver and manage IT services at agreed levels to business users</OPTION4>

  <ANSWER>To deliver and manage IT services at agreed levels to business users</ANSWER>

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  <QUESTION1>104</QUESTION1>

  <QUESTION>Identify the processes covered as part of Service Transition?</QUESTION>

  <OPTION1>Change Management, Service Asset and Configuration Management, Release and Deployment Management</OPTION1>

  <OPTION2>Change Management, Capacity Management, Event Management, Service Request Management</OPTION2>

  <OPTION3>Service Level Management, Service Portfolio Management, Service Asset and Configuration Management</OPTION3>

  <OPTION4>Service Asset and Configuration Management, Release and Deployment Management, Request Fulfillment</OPTION4>

  <ANSWER>Change Management, Service Asset and Configuration Management, Release and Deployment Management</ANSWER>

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  <QUESTION1>105</QUESTION1>

  <QUESTION>Most important activity of Change Management is</QUESTION>

  <OPTION1>Change Impact Assessment</OPTION1>

  <OPTION2>Deploying Change</OPTION2>

  <OPTION3>Managing CI during change process</OPTION3>

  <OPTION4>Managing Known error</OPTION4>

  <ANSWER>Change Impact Assessment</ANSWER>

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  <QUESTION1>106</QUESTION1>

  <QUESTION>What are various types of change</QUESTION>

  <OPTION1>Strategic Change</OPTION1>

  <OPTION2>Tactical Change</OPTION2>

  <OPTION3>Operational Change</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>107</QUESTION1>

  <QUESTION>MTRS is defined as</QUESTION>

  <OPTION1>Mean time to restore service</OPTION1>

  <OPTION2>Mean time to resolve service</OPTION2>

  <OPTION3>Maximum time to resolve service</OPTION3>

  <OPTION4>Maximum time to restore service</OPTION4>

  <ANSWER>Mean time to restore service</ANSWER>

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  <QUESTION1>108</QUESTION1>

  <QUESTION>Success of Change Management is measured during</QUESTION>

  <OPTION1>During post release review after success of release</OPTION1>

  <OPTION2>During post implementation review</OPTION2>

  <OPTION3>During Change impact assessment</OPTION3>

  <OPTION4>Customer Satisfaction Survey</OPTION4>

  <ANSWER>During post implementation review</ANSWER>

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  <QUESTION1>109</QUESTION1>

  <QUESTION>Ideally Change and Release Management should not be handled by same person</QUESTION>

  <OPTION1>As they need to work very closely</OPTION1>

  <OPTION2>Release Management is subset of Change Management</OPTION2>

  <OPTION3>As there is conflict of interest</OPTION3>

  <OPTION4>Both the processes can be handled by same person</OPTION4>

  <ANSWER>As there is conflict of interest</ANSWER>

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  <QUESTION1>110</QUESTION1>

  <QUESTION>Change Impact Assessment is done based on</QUESTION>

  <OPTION1>Technical Impact Assessment</OPTION1>

  <OPTION2>Business Impact Assessment</OPTION2>

  <OPTION3>Financial impact assessment</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>111</QUESTION1>

  <QUESTION>Key activities in Service Asset and Configuration Management process is</QUESTION>

  <OPTION1>Planning – Identification – Control – Status Accounting – Verification and Audit</OPTION1>

  <OPTION2>Plan – Inform – Control –Account – Verify</OPTION2>

  <OPTION3>Prepare – Identify – Control – Status Accounting – Validation and Verification</OPTION3>

  <OPTION4>Planning – Identification – Control – Status Accounting – Validation and Verification</OPTION4>

  <ANSWER>Planning – Identification – Control – Status Accounting – Verification and Audit</ANSWER>

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  <QUESTION1>112</QUESTION1>

  <QUESTION>Which statement correctly describes the difference between Asset Management and Configuration Management?</QUESTION>

  <OPTION1>Asset Management only deals with what is owned; Configuration Management deals with everything in the infrastructure</OPTION1>

  <OPTION2>Asset Management is a superset of Configuration Management because it includes non-IT assets such as chairs and tables</OPTION2>

  <OPTION3>Asset Management deals with the financial aspects of Configuration Items (CIs); Configuration Management only deals with the technical details of the infrastructure</OPTION3>

  <OPTION4>Configuration Management goes much further than Asset Management because it also specifies the relationships between assets</OPTION4>

  <ANSWER>Configuration Management goes much further than Asset Management because it also specifies the relationships between assets</ANSWER>

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  <QUESTION1>113</QUESTION1>

  <QUESTION>Which of the following is NOT a part of the Release Process?</QUESTION>

  <OPTION1>Moving software from the DML to the Development Environment</OPTION1>

  <OPTION2>Moving software from the DML to the Live Environment</OPTION2>

  <OPTION3>Moving software from the development to the Test Environment</OPTION3>

  <OPTION4>Moving software from the live environment to the DML</OPTION4>

  <ANSWER>Moving software from the live environment to the DML</ANSWER>

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  <QUESTION1>114</QUESTION1>

  <QUESTION>Items of Information stored in the CMDB relating to a specific CI are known as?</QUESTION>

  <OPTION1>Components</OPTION1>

  <OPTION2>Features</OPTION2>

  <OPTION3>Attributes</OPTION3>

  <OPTION4>Characteristics</OPTION4>

  <ANSWER>Attributes</ANSWER>

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  <QUESTION1>115</QUESTION1>

  <QUESTION>Which process is accountable to manage DML and definitive spares</QUESTION>

  <OPTION1>SACM</OPTION1>

  <OPTION2>SPM</OPTION2>

  <OPTION3>SLM</OPTION3>

  <OPTION4>CSI</OPTION4>

  <ANSWER>SACM</ANSWER>

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  <QUESTION1>116</QUESTION1>

  <QUESTION>DML is foundation for</QUESTION>

  <OPTION1>Release Management</OPTION1>

  <OPTION2>Configuration Management</OPTION2>

  <OPTION3>Change Management</OPTION3>

  <OPTION4>Problem Management</OPTION4>

  <ANSWER>Release Management</ANSWER>

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  <QUESTION1>117</QUESTION1>

  <QUESTION>Which of the following statements is CORRECT?</QUESTION>

  <OPTION1>The Configuration Management System is part of the Known Error Data Base</OPTION1>

  <OPTION2>The Service Knowledge Management System is part of the Configuration Management System</OPTION2>

  <OPTION3>The Configuration Management System is part of the Service Knowledge Management system</OPTION3>

  <OPTION4>The Configuration Management System is part of the Configuration Management Database</OPTION4>

  <ANSWER>The Configuration Management System is part of the Service Knowledge Management system</ANSWER>

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  <QUESTION1>118</QUESTION1>

  <QUESTION>In ITIL service lifecycle configuration levels and baseline points are represented by</QUESTION>

  <OPTION1>Numbered Triangles</OPTION1>

  <OPTION2>Sequenced square</OPTION2>

  <OPTION3>7 step improvement model</OPTION3>

  <OPTION4>DMAIC methodology</OPTION4>

  <ANSWER>Numbered Triangles</ANSWER>

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  <QUESTION1>119</QUESTION1>

  <QUESTION>To define and control the components of services and infrastructure and maintain accurate configuration information on the historical, planned and current state of the services and infrastructure is objective of</QUESTION>

  <OPTION1>SACM</OPTION1>

  <OPTION2>SLM</OPTION2>

  <OPTION3>CSI</OPTION3>

  <OPTION4>Change Management</OPTION4>

  <ANSWER>SACM</ANSWER>

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  <QUESTION1>120</QUESTION1>

  <QUESTION>Various release and deployment approach can be explained as</QUESTION>

  <OPTION1>Big bang vs Phased</OPTION1>

  <OPTION2>Push and pull</OPTION2>

  <OPTION3>Automated vs manual</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>121</QUESTION1>

  <QUESTION>Release Window is same as Change Window</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>122</QUESTION1>

  <QUESTION>Release planning starts as soon as</QUESTION>

  <OPTION1>Change is logged</OPTION1>

  <OPTION2>Change is approved</OPTION2>

  <OPTION3>Release management receives specific input to start the release planning</OPTION3>

  <OPTION4>When all the required CI is available</OPTION4>

  <ANSWER>Change is approved</ANSWER>

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  <QUESTION1>123</QUESTION1>

  <QUESTION>Back-out plan is built and approved by</QUESTION>

  <OPTION1>Release Management</OPTION1>

  <OPTION2>Change Management</OPTION2>

  <OPTION3>Both of them</OPTION3>

  <OPTION4>None of them</OPTION4>

  <ANSWER>None of them</ANSWER>

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  <QUESTION1>124</QUESTION1>

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

  <OPTION1>A Service Change</OPTION1>

  <OPTION2>A Release request</OPTION2>

  <OPTION3>A Change Request</OPTION3>

  <OPTION4>A Configuration Control</OPTION4>

  <ANSWER>A Service Change</ANSWER>

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  <QUESTION1>125</QUESTION1>

  <QUESTION>Release Management should update KEDB for all error which is released during deployment</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>126</QUESTION1>

  <QUESTION>Service Validation and testing process is responsible for</QUESTION>

  <OPTION1>Validation and testing of new or changed services</OPTION1>

  <OPTION2>Validation and testing of existing services</OPTION2>

  <OPTION3>Validation and testing of all CI</OPTION3>

  <OPTION4>Validation and testing of release unit</OPTION4>

  <ANSWER>Validation and testing of new or changed services</ANSWER>

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  <QUESTION1>127</QUESTION1>

  <QUESTION>Transition management is all about</QUESTION>

  <OPTION1>Communication management</OPTION1>

  <OPTION2>Stakeholder management</OPTION2>

  <OPTION3>Both of the above</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>Both of the above</ANSWER>

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  <QUESTION1>128</QUESTION1>

  <QUESTION>Transition is defined as a change in state, corresponding to a movement of an IT service or other configuration item from lifecycle to another</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>129</QUESTION1>

  <QUESTION>It is important for the operation of a given application that the version of the software installed on each of the computers on the network is the same. Which process is responsible for this?</QUESTION>

  <OPTION1>Change Management</OPTION1>

  <OPTION2>Configuration Management</OPTION2>

  <OPTION3>Network Management</OPTION3>

  <OPTION4>Release Management</OPTION4>

  <ANSWER>Release Management</ANSWER>

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  <QUESTION1>130</QUESTION1>

  <QUESTION>Which of the following is a value that is a result of implementing best practices for Service Operation?</QUESTION>

  <OPTION1>Meet the goals of the organization’s security policy</OPTION1>

  <OPTION2>Improved quality of Service</OPTION2>

  <OPTION3>Makes sure that IT Services stay aligned to business requirements</OPTION3>

  <OPTION4>Improved control of Service Assets and Configurations</OPTION4>

  <ANSWER>Meet the goals of the organization’s security policy</ANSWER>

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  <QUESTION1>131</QUESTION1>

  <QUESTION>Which Service Design aspect would benefit the MOST by using a RACI model?</QUESTION>

  <OPTION1>Design of Service Transitions</OPTION1>

  <OPTION2>Design of measurement methods and metrics</OPTION2>

  <OPTION3>Design of Technology and Management Architectures</OPTION3>

  <OPTION4>Design of process required</OPTION4>

  <ANSWER>Design of process required</ANSWER>

  </Main>

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  <QUESTION1>132</QUESTION1>

  <QUESTION>Which statement about Business Relationship Management (BRM) is NOT correct?</QUESTION>

  <OPTION1>The purpose of BRM is to identify the customer’s needs including Warranty and Utility</OPTION1>

  <OPTION2>One of the purposes of BRM is to negotiate warranty terms with the customer</OPTION2>

  <OPTION3>BRM focuses on the Services provided to the customer</OPTION3>

  <OPTION4>BRM uses Customer Satisfaction as the primary measure of Successfully delivering the Service or Services</OPTION4>

  <ANSWER>One of the purposes of BRM is to negotiate warranty terms with the customer</ANSWER>

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  <QUESTION1>133</QUESTION1>

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

  <OPTION1>Problem Management</OPTION1>

  <OPTION2>Availability Management</OPTION2>

  <OPTION3>Capacity Management</OPTION3>

  <OPTION4>IT Service Continuity Management</OPTION4>

  <ANSWER>IT Service Continuity Management</ANSWER>

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  <QUESTION1>134</QUESTION1>

  <QUESTION>What is the criterion used by Change Management in determining the category for a Request for Change?</QUESTION>

  <OPTION1>Impact</OPTION1>

  <OPTION2>Urgency</OPTION2>

  <OPTION3>Priority</OPTION3>

  <OPTION4>Content</OPTION4>

  <ANSWER>Impact</ANSWER>

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  <QUESTION1>135</QUESTION1>

  <QUESTION>Which of the following best describes ‘Reliability’?</QUESTION>

  <OPTION1>The ability of a CI to remain functional under given conditions</OPTION1>

  <OPTION2>The ability of a CI to be retained in, or restored to, an operational state</OPTION2>

  <OPTION3>The combination of confidentiality, integrity and maintainability</OPTION3>

  <OPTION4>The ability of a service to remain functional even though some components have failed</OPTION4>

  <ANSWER>The ability of a CI to remain functional under given conditions</ANSWER>

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  <QUESTION1>136</QUESTION1>

  <QUESTION>Which of the following lists best describes the key attributes needed by Service Desk Staff?</QUESTION>

  <OPTION1>Logical; Methodical; Tenacious; Forthright; Analytical</OPTION1>

  <OPTION2>Well Presented; Technical Specialist; Numerate; Good Interpersonal Skills</OPTION2>

  <OPTION3>Business Aware; Articulate; Methodical; Tolerant; Good Interpersonal Skills</OPTION3>

  <OPTION4>Good Interpersonal Skills; Tenacious; Technically Astute; Firm</OPTION4>

  <ANSWER>Business Aware; Articulate; Methodical; Tolerant; Good Interpersonal Skills</ANSWER>

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  <QUESTION1>137</QUESTION1>

  <QUESTION>What is the use of additional technical expertise in the Incident Management process called?</QUESTION>

  <OPTION1>Incident Classification</OPTION1>

  <OPTION2>Problem Analysis</OPTION2>

  <OPTION3>Functional Escalation</OPTION3>

  <OPTION4>Resolution and recovery of the incident</OPTION4>

  <ANSWER>Functional Escalation</ANSWER>

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  <QUESTION1>138</QUESTION1>

  <QUESTION>Consider the following statements: 1. A service level agreement is a written agreement between the service provider and the customers. 2. Negotiation of service levels must involve the customers of the services involved 3. Underpinning contracts must be capable of supporting targets agreed in SLA’s. Which of the above are correct?</QUESTION>

  <OPTION1>1 & 3 only</OPTION1>

  <OPTION2>None</OPTION2>

  <OPTION3>All</OPTION3>

  <OPTION4>1 & 2 only</OPTION4>

  <ANSWER>All</ANSWER>

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  <QUESTION1>139</QUESTION1>

  <QUESTION>The name given to the document which outlines the responsibilities between internal functional areas with respect to assisting in the provision of an IT Service to the Customer/s is?</QUESTION>

  <OPTION1>Underpinning Contract</OPTION1>

  <OPTION2>Service Level Agreement</OPTION2>

  <OPTION3>Operational Level Agreement</OPTION3>

  <OPTION4>Service Level Requirements</OPTION4>

  <ANSWER>Operational Level Agreement</ANSWER>

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  <QUESTION1>140</QUESTION1>

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

  <OPTION1>Availability Manager</OPTION1>

  <OPTION2>Incident Manager</OPTION2>

  <OPTION3>Problem Manager</OPTION3>

  <OPTION4>Service Level Manager</OPTION4>

  <ANSWER>Availability Manager</ANSWER>

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  <QUESTION1>141</QUESTION1>

  <QUESTION>The Ishikawa Diagram or Cause & Effect Analysis (Fishbone) is a technique employed by which ITIL Discipline?</QUESTION>

  <OPTION1>Capacity Management</OPTION1>

  <OPTION2>Incident Management</OPTION2>

  <OPTION3>Availability Management</OPTION3>

  <OPTION4>Problem Management</OPTION4>

  <ANSWER>Problem Management</ANSWER>

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  <QUESTION1>142</QUESTION1>

  <QUESTION>Typically a Help Desk, Service Desk & Call Centre all provide the same level of service. They are just different names referring to the single point of contact</QUESTION>

  <OPTION1>True</OPTION1>

  <OPTION2>False</OPTION2>

  <ANSWER>True</ANSWER>

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  <QUESTION1>143</QUESTION1>

  <QUESTION>Which of the following is the BEST description of remediation?</QUESTION>

  <OPTION1>Defines repeatable way of dealing with a particular category of change</OPTION1>

  <OPTION2>Supports the assessment, prioritization, authorization and scheduling of changes</OPTION2>

  <OPTION3>Involves the actions taken to recover after a failed change or release</OPTION3>

  <OPTION4>Specifies a regular, agreed time when changes or releases may be implemented with minimal impact on services</OPTION4>

  <ANSWER>Involves the actions taken to recover after a failed change or release</ANSWER>

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  <QUESTION1>144</QUESTION1>

  <QUESTION>Which of the following influences the scope of the initial Service Design?</QUESTION>

  <OPTION1>Functional Requirements</OPTION1>

  <OPTION2>Overall Design Constraints</OPTION2>

  <OPTION3>Business Benefits</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>145</QUESTION1>

  <QUESTION>Which of the following BEST describes an outcome?</QUESTION>

  <OPTION1>A means of delivering value to customers by facilitating the results customers want to achieve without the ownership of specific costs and risks</OPTION1>

  <OPTION2>Something that is measured and reported to help manage a process, IT Service or activity</OPTION2>

  <OPTION3>A measure of what is achieved or delivered by a system, person, team, process or IT Service</OPTION3>

  <OPTION4>The result of carrying out an activity, following a process or delivering an IT Service</OPTION4>

  <ANSWER>The result of carrying out an activity, following a process or delivering an IT Service</ANSWER>

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  <QUESTION1>146</QUESTION1>

  <QUESTION>Which of the following is NOT an objective of Service Portfolio Management (SPM)?</QUESTION>

  <OPTION1>Providing a clear service provision model that conveys how service assets are used to supply services</OPTION1>

  <OPTION2>To record and trace each of the service’s investment throughout the Service Lifecycle</OPTION2>

  <OPTION3>To study the viability of the current services and determine when they need to be retired</OPTION3>

  <OPTION4>To control the services offered to its customers</OPTION4>

  <ANSWER>Providing a clear service provision model that conveys how service assets are used to supply services</ANSWER>

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  <QUESTION1>147</QUESTION1>

  <QUESTION>Which of the following statements about Service Automation is CORRECT?</QUESTION>

  <OPTION1>It negatively affects the classification of elements such as Configuration Items (CIs) and incidents</OPTION1>

  <OPTION2>It prevents IT service information from being updated in the Service Catalogue.</OPTION2>

  <OPTION3>It is used to improve the RACI model</OPTION3>

  <OPTION4>It is known to improve the Utility and Warranty of services</OPTION4>

  <ANSWER>It is known to improve the Utility and Warranty of services</ANSWER>

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  <QUESTION1>148</QUESTION1>

  <QUESTION>Which type of metric is used by Continual Service Improvement (CSI) and tracks the performance of end-to-end services?</QUESTION>

  <OPTION1>Improvement Metrics</OPTION1>

  <OPTION2>Service Metrics</OPTION2>

  <OPTION3>Process Metrics</OPTION3>

  <OPTION4>Technology Metrics</OPTION4>

  <ANSWER>Service Metrics</ANSWER>

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  <QUESTION1>149</QUESTION1>

  <QUESTION>Ensuring that policies and strategy are actually implemented is an example of which of the following?</QUESTION>

  <OPTION1>Governance</OPTION1>

  <OPTION2>Business case</OPTION2>

  <OPTION3>Confidentiality</OPTION3>

  <OPTION4>Control perspective</OPTION4>

  <ANSWER>Governance</ANSWER>

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  <QUESTION1>150</QUESTION1>

  <QUESTION>Which of the following is NOT a value that is a result of implementing best practices for Continual Service Improvement?</QUESTION>

  <OPTION1>Improved control of Service Assets and Configurations</OPTION1>

  <OPTION2>Steady and ongoing improvements in service quality</OPTION2>

  <OPTION3>Recognized opportunities to increase the value of organizational structures and capabilities</OPTION3>

  <OPTION4>Ensures that IT services stay aligned to the requirements of the business</OPTION4>

  <ANSWER>Improved control of Service Assets and Configurations</ANSWER>

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  <QUESTION1>151</QUESTION1>

  <QUESTION>Which of the following terms means an unplanned interruption to an IT Service reduction in the quality of an IT Service</QUESTION>

  <OPTION1>Change</OPTION1>

  <OPTION2>Incident</OPTION2>

  <OPTION3>Impact</OPTION3>

  <OPTION4>Problem</OPTION4>

  <ANSWER>Incident</ANSWER>

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  <QUESTION1>152</QUESTION1>

  <QUESTION>Which of the following is the BEST description of Service Management?</QUESTION>

  <OPTION1>A set of specialized organizational capabilities for providing value to customers in the form of services</OPTION1>

  <OPTION2>An approach that emphasizes the importance of coordination and control across the various functions, processes and systems necessary to manage the full lifecycle of IT Services</OPTION2>

  <OPTION3>The functionality offered by a product or service to meet a particular need</OPTION3>

  <OPTION4>An assurance that a product or service will meet the agreed requirements</OPTION4>

  <ANSWER>A set of specialized organizational capabilities for providing value to customers in the form of services</ANSWER>

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  <QUESTION1>153</QUESTION1>

  <QUESTION>What is the responsibility of Application Management?</QUESTION>

  <OPTION1>Manage information about IT infrastructure available on a network and corresponding user access rights</OPTION1>

  <OPTION2>Provide IT Services using applications running at the service provider’s premises</OPTION2>

  <OPTION3>Administer applications throughout their lifecycle</OPTION3>

  <OPTION4>Track and report the value and ownership of assets throughout their lifecycle</OPTION4>

  <ANSWER>Administer applications throughout their lifecycle</ANSWER>

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  <QUESTION1>154</QUESTION1>

  <QUESTION>Who usually chairs the Change Advisory Board (CAB)?</QUESTION>

  <OPTION1>IT Service Continuity Management (ITSM) staff</OPTION1>

  <OPTION2>Business Relationship Manager (BRM)</OPTION2>

  <OPTION3>Problem Manager</OPTION3>

  <OPTION4>Change Manager</OPTION4>

  <ANSWER>Change Manager</ANSWER>

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  <QUESTION1>155</QUESTION1>

  <QUESTION>Which of the following is used as a reference point for later comparison in the Continual Service Improvement stage of the Service Lifecycle?</QUESTION>

  <OPTION1>Asset</OPTION1>

  <OPTION2>Baseline</OPTION2>

  <OPTION3>Build</OPTION3>

  <OPTION4>Configuration Item (CI)</OPTION4>

  <ANSWER>Baseline</ANSWER>

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  <QUESTION1>156</QUESTION1>

  <QUESTION>Which Service Design aspect considers Key Performance Indicators (KPIs) to help ensure that the efficiency, effectiveness and cost effectiveness of IT Services are all managed?</QUESTION>

  <OPTION1>Technology and Management Architectures.</OPTION1>

  <OPTION2>Processes required</OPTION2>

  <OPTION3>Measurement methods and metrics</OPTION3>

  <OPTION4>Service Solutions</OPTION4>

  <ANSWER>Measurement methods and metrics</ANSWER>

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  <QUESTION1>157</QUESTION1>

  <QUESTION>Which function is responsible for providing technical skills in support of IT Services and Management of the IT infrastructure?</QUESTION>

  <OPTION1>Technical Management</OPTION1>

  <OPTION2>Service Management</OPTION2>

  <OPTION3>Business Service Management</OPTION3>

  <OPTION4>Service Level Management</OPTION4>

  <ANSWER>Technical Management</ANSWER>

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  <QUESTION1>158</QUESTION1>

  <QUESTION>Which of the following is the single point of contact for IT users on a day-by-day basis?</QUESTION>

  <OPTION1>Service Desk</OPTION1>

  <OPTION2>IT Operations</OPTION2>

  <OPTION3>Process Manager</OPTION3>

  <OPTION4>Incident Manager</OPTION4>

  <ANSWER>Service Desk</ANSWER>

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  <QUESTION1>159</QUESTION1>

  <QUESTION>Which of the following items need to be documented in a Pattern of Business Activity (PBA) profile?</QUESTION>

  <OPTION1>Marketing plans, Attributes, Requirements and Sales Forecasts</OPTION1>

  <OPTION2>Business Plans Classification, Sales Forecasts and Service Asset Requirements</OPTION2>

  <OPTION3>Classification, Attributes, Requirements and Service Asset Requirements</OPTION3>

  <OPTION4>Marketing Forecasts, Business Plans, Production Plans and new Product Launch Plans</OPTION4>

  <ANSWER>Classification, Attributes, Requirements and Service Asset Requirements</ANSWER>

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  <QUESTION1>160</QUESTION1>

  <QUESTION>Which of the following determines the effect that a loss of service would have on a business and when (during a given time period) the loss of service is most harmful?</QUESTION>

  <OPTION1>Business Capacity Management</OPTION1>

  <OPTION2>Business Case</OPTION2>

  <OPTION3>Business Perspective</OPTION3>

  <OPTION4>Business Impact Analysis</OPTION4>

  <ANSWER>Business Impact Analysis</ANSWER>

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  <QUESTION1>161</QUESTION1>

  <QUESTION>Which of the following statements about the process owner is CORRECT?</QUESTION>

  <OPTION1>Is a part responsible for supplying goods or service that are required to deliver IT Services</OPTION1>

  <OPTION2>Is responsible for ensuring that a process is fit for purpose</OPTION2>

  <OPTION3>Is responsible for operational management of a process</OPTION3>

  <OPTION4>Is a process that is responsible for managing the lifecycle of all Incidents</OPTION4>

  <ANSWER>Is responsible for ensuring that a process is fit for purpose</ANSWER>

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  <QUESTION1>162</QUESTION1>

  <QUESTION>Which of the following is a responsibility of the process practitioner?</QUESTION>

  <OPTION1>Managing the lifecycle of all incidents</OPTION1>

  <OPTION2>Creating or updating records to prove that activities have been carried out correctly</OPTION2>

  <OPTION3>Supplying goods or services that are required to deliver IT Services</OPTION3>

  <OPTION4>Appointing people to the required roles</OPTION4>

  <ANSWER>Creating or updating records to prove that activities have been carried out correctly</ANSWER>

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  <QUESTION1>163</QUESTION1>

  <QUESTION>Which of the following is responsible for keeping accurate information for the organization’s services in transition to a live environment?</QUESTION>

  <OPTION1>Availability Management</OPTION1>

  <OPTION2>Asset Management</OPTION2>

  <OPTION3>Service Level Management (SLM)</OPTION3>

  <OPTION4>Service Catalogue Management</OPTION4>

  <ANSWER>Service Catalogue Management</ANSWER>

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  <QUESTION1>164</QUESTION1>

  <QUESTION>To what does the term Standard Change refer?</QUESTION>

  <OPTION1>A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction</OPTION1>

  <OPTION2>A change that has to be applied as soon as possible</OPTION2>

  <OPTION3>A change that follows the defined steps of the Change Management process</OPTION3>

  <OPTION4>The addition, modification or removal of anything that could have an effect on IT Services</OPTION4>

  <ANSWER>A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction</ANSWER>

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  <QUESTION1>165</QUESTION1>

  <QUESTION>In the context of service operations managing day to day activities, which of the following statement is true – 1. Functions are logical concept covering people and technology to perform tasks from a defined process on an ongoing basis, 2. Departments are the formal organization formed to perform task from predefined process on an ongoing basis</QUESTION>

  <OPTION1>Statement 1 is correct</OPTION1>

  <OPTION2>Statement 2 is correct</OPTION2>

  <OPTION3>Statements 1 and 2 are correct</OPTION3>

  <OPTION4>Statements 1 and 2 are incorrect</OPTION4>

  <ANSWER>Statements 1 and 2 are correct</ANSWER>

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  <QUESTION1>166</QUESTION1>

  <QUESTION>Building stable service operations with good balance between internal and external focus required a long term planning. The balance referred in statement refers to</QUESTION>

  <OPTION1>Stability Vs Responsiveness</OPTION1>

  <OPTION2>Internal Vs External</OPTION2>

  <OPTION3>Demand Vs Supply</OPTION3>

  <OPTION4>Top down Vs bottoms up</OPTION4>

  <ANSWER>Stability Vs Responsiveness</ANSWER>

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  <QUESTION1>167</QUESTION1>

  <QUESTION>Service Operation tries to create balance between</QUESTION>

  <OPTION1>Cost Vs Quality</OPTION1>

  <OPTION2>Reactive Vs Proactive</OPTION2>

  <OPTION3>Internal Vs External Focus</OPTION3>

  <OPTION4>All of the above</OPTION4>

  <ANSWER>All of the above</ANSWER>

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  <QUESTION1>168</QUESTION1>

  <QUESTION>In an organization, the purchasing department has relocated internally - not just the people, but also their IT resources. A Service Desk employee has been commissioned to relocate this department’s workstations. In which ITIL process is this employee now playing a role?</QUESTION>

  <OPTION1>Configuration Management</OPTION1>

  <OPTION2>Problem Management</OPTION2>

  <OPTION3>Change Management</OPTION3>

  <OPTION4>Incident Management</OPTION4>

  <ANSWER>Change Management</ANSWER>

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  <QUESTION1>169</QUESTION1>

  <QUESTION>Which ITIL process or which ITIL department has responsibilities that include distributing information to users?</QUESTION>

  <OPTION1>Change Management</OPTION1>

  <OPTION2>Customer Relationship Management</OPTION2>

  <OPTION3>Incident Management</OPTION3>

  <OPTION4>Service Desk</OPTION4>

  <ANSWER>Service Desk</ANSWER>

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  <QUESTION1>170</QUESTION1>

  <QUESTION>Which statement best describes the role of the Service Desk?</QUESTION>

  <OPTION1>The primary task of the Service Desk is to investigate problems</OPTION1>

  <OPTION2>The Service Desk functions as the first contact for the customer</OPTION2>

  <OPTION3>The Service Desk ensures that the telephone is always manned</OPTION3>

  <OPTION4>The Service Desk ensures that the agreed IT service is available</OPTION4>

  <ANSWER>The Service Desk functions as the first contact for the customer</ANSWER>

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  <QUESTION1>171</QUESTION1>

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

  <OPTION1>Problem Analysis</OPTION1>

  <OPTION2>Error Control</OPTION2>

  <OPTION3>Proactive Problem Management</OPTION3>

  <OPTION4>Monitoring</OPTION4>

  <ANSWER>Error Control</ANSWER>

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  <QUESTION1>172</QUESTION1>

  <QUESTION>What does Mean Time To Repair (MTTR) mean?</QUESTION>

  <OPTION1>Average downtime of a service</OPTION1>

  <OPTION2>Average uptime of a service</OPTION2>

  <OPTION3>Average time of the breakdown-free period within a measured period</OPTION3>

  <OPTION4>Average time between two consecutive incidents</OPTION4>

  <ANSWER>Average downtime of a service</ANSWER>

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  <QUESTION1>173</QUESTION1>

  <QUESTION>Where are the statuses of changes recorded?</QUESTION>

  <OPTION1>in the Known Error database</OPTION1>

  <OPTION2>in the Definitive Software Library (DSL)</OPTION2>

  <OPTION3>in the Change database</OPTION3>

  <OPTION4>in the Configuration Management Database (CMDB)</OPTION4>

  <ANSWER>in the Configuration Management Database (CMDB)</ANSWER>

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  <QUESTION1>174</QUESTION1>

  <QUESTION>What is a request to replace something within the IT infrastructure called?</QUESTION>

  <OPTION1>Replacement Request</OPTION1>

  <OPTION2>Request for Change</OPTION2>

  <OPTION3>Service Request</OPTION3>

  <OPTION4>Request for Release</OPTION4>

  <ANSWER>Request for Change</ANSWER>

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  <QUESTION1>175</QUESTION1>

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

  <OPTION1>Reports from Service Level Management</OPTION1>

  <OPTION2>Ongoing or concluded Changes</OPTION2>

  <OPTION3>The registration of Changes</OPTION3>

  <OPTION4>The wishes of customers to implement Changes</OPTION4>

  <ANSWER>Ongoing or concluded Changes</ANSWER>

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  <QUESTION1>176</QUESTION1>

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

  <OPTION1>Service Level Management</OPTION1>

  <OPTION2>Incident Management</OPTION2>

  <OPTION3>Availability Management</OPTION3>

  <OPTION4>Financial Management for IT Services</OPTION4>

  <ANSWER>Service Level Management</ANSWER>

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  <QUESTION1>177</QUESTION1>

  <QUESTION>For which of the following activities of Configuration Management are audits regularly implemented?</QUESTION>

  <OPTION1>Status monitoring</OPTION1>

  <OPTION2>Planning</OPTION2>

  <OPTION3>Identification</OPTION3>

  <OPTION4>Verification</OPTION4>

  <ANSWER>Verification</ANSWER>

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  <QUESTION1>178</QUESTION1>

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

  <OPTION1>Change Management will start a Post Implementation Review (PIR)</OPTION1>

  <OPTION2>Service Level Management will start a Service Improvement Program (SIP)</OPTION2>

  <OPTION3>Problem Management will submit a Request for Change (RFC)</OPTION3>

  <OPTION4>Release Management will implement the back-out plan</OPTION4>

  <ANSWER>Release Management will implement the back-out plan</ANSWER>

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  <QUESTION1>179</QUESTION1>

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

  <OPTION1>Check - Plan - Act – Do</OPTION1>

  <OPTION2>Act - Check - Do – Plan</OPTION2>

  <OPTION3>Do - Plan - Check – Act</OPTION3>

  <OPTION4>Plan - Do - Check – Act</OPTION4>

  <ANSWER>Plan - Do - Check – Act</ANSWER>

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  <QUESTION1>180</QUESTION1>

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

  <OPTION1>Adjustment</OPTION1>

  <OPTION2>Implementation</OPTION2>

  <OPTION3>Planning</OPTION3>

  <OPTION4>Measurement</OPTION4>

  <ANSWER>Planning</ANSWER>

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  <QUESTION1>181</QUESTION1>

  <QUESTION>Information is regularly exchanged between Problem Management and Change Management. What information is this?</QUESTION>

  <OPTION1>RFCs from the users that Problem Management passes on to Change Management</OPTION1>

  <OPTION2>RFCs from the Service Desk that Problem Management passes on to Change Management</OPTION2>

  <OPTION3>Known Errors from Problem Management, on the basis of which Change Management can generate Requests for Change (RFCs)</OPTION3>

  <OPTION4>RFCs resulting from Known Errors</OPTION4>

  <ANSWER>RFCs resulting from Known Errors</ANSWER>

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  <QUESTION1>182</QUESTION1>

  <QUESTION>Which status is a problem assigned once its cause has been identified?</QUESTION>

  <OPTION1>Incident</OPTION1>

  <OPTION2>Known Error</OPTION2>

  <OPTION3>Request for Change (RFC)</OPTION3>

  <OPTION4>Work-around</OPTION4>

  <ANSWER>Known Error</ANSWER>

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  <QUESTION1>183</QUESTION1>

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

  <OPTION1>Service Call</OPTION1>

  <OPTION2>Problem</OPTION2>

  <OPTION3>Change Request</OPTION3>

  <OPTION4>Known Error</OPTION4>

  <ANSWER>Problem</ANSWER>

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  <QUESTION1>184</QUESTION1>

  <QUESTION>What is the first step when registering an incident?</QUESTION>

  <OPTION1>Perform matching</OPTION1>

  <OPTION2>Assign an incident number</OPTION2>

  <OPTION3>Determine the priority</OPTION3>

  <OPTION4>Record the incident data</OPTION4>

  <ANSWER>Assign an incident number</ANSWER>

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  <QUESTION1>185</QUESTION1>

  <QUESTION>Changes are divided into categories. What criterion defines a category for a change?</QUESTION>

  <OPTION1>The consequences of the change such as limited, substantial, significant, etc</OPTION1>

  <OPTION2>The sequence in which the change is made</OPTION2>

  <OPTION3>The speed with which the change is made</OPTION3>

  <OPTION4>The Request for Change number that the change is assigned</OPTION4>

  <ANSWER>The consequences of the change such as limited, substantial, significant, etc</ANSWER>

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  <QUESTION1>186</QUESTION1>

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

  <OPTION1>The Request for Change number for the Configuration Item</OPTION1>

  <OPTION2>Repairs to the Configuration Item</OPTION2>

  <OPTION3>The impact of the Configuration Item</OPTION3>

  <OPTION4>The relationship to other Configuration Items</OPTION4>

  <ANSWER>The relationship to other Configuration Items</ANSWER>

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  <QUESTION1>187</QUESTION1>

  <QUESTION>When is a Known Error identified?</QUESTION>

  <OPTION1>When the incident has been sent to Problem Management</OPTION1>

  <OPTION2>When the problem is known</OPTION2>

  <OPTION3>When the problem has been resolved</OPTION3>

  <OPTION4>When the cause of the problem is known</OPTION4>

  <ANSWER>When the cause of the problem is known</ANSWER>

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  <QUESTION1>188</QUESTION1>

  <QUESTION>User reports a PC problem to the Service Desk. A Service Desk representative determines that the PC is defective and indicates that according to the services catalogue, the PC will be replaced within three hours. Which ITIL process is responsible for having this user’s PC replaced within three hours?</QUESTION>

  <OPTION1>Availability Management</OPTION1>

  <OPTION2>Change Management</OPTION2>

  <OPTION3>Service Level Management</OPTION3>

  <OPTION4>Configuration Management</OPTION4>

  <ANSWER>Change Management</ANSWER>

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  <QUESTION1>189</QUESTION1>

  <QUESTION>Which ITIL process is responsible for analyzing risks and counter measures?</QUESTION>

  <OPTION1>Capacity Management</OPTION1>

  <OPTION2>Service Desk</OPTION2>

  <OPTION3>Problem Management</OPTION3>

  <OPTION4>IT Service Continuity Management</OPTION4>

  <ANSWER>IT Service Continuity Management</ANSWER>

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  <QUESTION1>190</QUESTION1>

  <QUESTION>Which aspects are described in a Service Level Agreement (SLA)?</QUESTION>

  <OPTION1>The costs and expected revenue of the services offered</OPTION1>

  <OPTION2>The technological developments that can affect the services offered</OPTION2>

  <OPTION3>The quality, expressed in quantity and costs, of the services offered</OPTION3>

  <OPTION4>The company strategy</OPTION4>

  <ANSWER>The quality, expressed in quantity and costs, of the services offered</ANSWER>

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  <QUESTION1>191</QUESTION1>

  <QUESTION>In the Service Level Management Process, what happens during the activity called “monitoring”?</QUESTION>

  <OPTION1>Guarding agreements with the customer</OPTION1>

  <OPTION2>Acquiring customers</OPTION2>

  <OPTION3>Identifying the needs of customers</OPTION3>

  <OPTION4>Guarding negotiations with the customer</OPTION4>

  <ANSWER>Guarding agreements with the customer</ANSWER>

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  <QUESTION1>192</QUESTION1>

  <QUESTION>Consider the following statements- 1: An SLA is a contract drawn up by the IT department which states what the customer may and may not do with his computer, 2: A Service Catalogue describes concisely and specifically the IT services that the IT department can offer a customer. Which of these statements is correct?</QUESTION>

  <OPTION1>Both</OPTION1>

  <OPTION2>Neither</OPTION2>

  <OPTION3>Only the first</OPTION3>

  <OPTION4>Only the second</OPTION4>

  <ANSWER>Only the second</ANSWER>

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  <QUESTION1>193</QUESTION1>

  <QUESTION>Consider the following statements- 1: A change in the IT infrastructure is always the result of a change of a Service Level, 2: A Service Level Agreement (SLA) exhibits many similarities to a procedure for drawing up a Request for Change (RFC). Are these statements correct?</QUESTION>

  <OPTION1>Both</OPTION1>

  <OPTION2>Neither</OPTION2>

  <OPTION3>Only the first</OPTION3>

  <OPTION4>Only the second</OPTION4>

  <ANSWER>Neither</ANSWER>

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  <QUESTION1>194</QUESTION1>

  <QUESTION>The performance of the network in a large computer centre is monitored 24 hours a day. This produces data for which processes?</QUESTION>

  <OPTION1>Change Management, Financial Management and Service Level Management</OPTION1>

  <OPTION2>Financial Management, Service Desk and Problem Management</OPTION2>

  <OPTION3>Availability Management, Capacity Management and Change Management</OPTION3>

  <OPTION4>Availability Management, Capacity Management and Problem Management</OPTION4>

  <ANSWER>Availability Management, Capacity Management and Problem Management</ANSWER>

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  <QUESTION1>195</QUESTION1>

  <QUESTION>When can the building, testing and implementation of a change begin?</QUESTION>

  <OPTION1>If it is urgent, as soon as the Request for Change has been classified</OPTION1>

  <OPTION2>As soon as there is a back-out plan for the change</OPTION2>

  <OPTION3>As soon as the impact analysis has been discussed by the members of the Change Advisory Board</OPTION3>

  <OPTION4>As soon as the Request for Change has been formally authorized</OPTION4>

  <ANSWER>As soon as the Request for Change has been formally authorized</ANSWER>

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  <QUESTION1>196</QUESTION1>

  <QUESTION>Which of the concepts below belongs to IT Service Continuity Management?</QUESTION>

  <OPTION1>Maintainability</OPTION1>

  <OPTION2>Resilience</OPTION2>

  <OPTION3>Vulnerability</OPTION3>

  <OPTION4>Serviceability</OPTION4>

  <ANSWER>Vulnerability</ANSWER>

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  <QUESTION1>197</QUESTION1>

  <QUESTION>A major change to an existing service is to be designed and built and the issue of what Configuration Management is responsible for has been raised. For which of the following activities does Configuration Management NOT have a responsibility?</QUESTION>

  <OPTION1>Controlling the completeness and correctness of all data about the software modules</OPTION1>

  <OPTION2>Naming and recording data about software modules</OPTION2>

  <OPTION3>Quality assurance of the software modules</OPTION3>

  <OPTION4>Registering and monitoring the status of the software modules</OPTION4>

  <ANSWER>Quality assurance of the software modules</ANSWER>

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  <QUESTION1>198</QUESTION1>

  <QUESTION>When must a Post Implementation Review take place?</QUESTION>

  <OPTION1>In case of emergency changes</OPTION1>

  <OPTION2>If another incident of the same type occurs again after a Change has been made</OPTION2>

  <OPTION3>After every Change</OPTION3>

  <OPTION4>At the request of the person who submitted the Change request</OPTION4>

  <ANSWER>After every Change</ANSWER>

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  <QUESTION1>199</QUESTION1>

  <QUESTION>Which activity is not the responsibility of IT Service Continuity Management?</QUESTION>

  <OPTION1>Executing impact analyses of incidents related to the back-out facilities</OPTION1>

  <OPTION2>Testing back-out arrangements</OPTION2>

  <OPTION3>Drawing up back-out scenarios</OPTION3>

  <OPTION4>Analyzing risks</OPTION4>

  <ANSWER>Executing impact analyses of incidents related to the back-out facilities</ANSWER>

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  <QUESTION1>200</QUESTION1>

  <QUESTION>When is a back-out plan invoked?</QUESTION>

  <OPTION1>When it is found that something went wrong when implementing a Change</OPTION1>

  <OPTION2>When it is found that something went wrong when testing a Change</OPTION2>

  <OPTION3>When it is found that something went wrong when building a Change</OPTION3>

  <OPTION4>When it is found that something went wrong when scheduling resources</OPTION4>

  <ANSWER>When it is found that something went wrong when implementing a Change</ANSWER>

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  <QUESTION1>201</QUESTION1>

  <QUESTION>The management of ABC Inc. has insisted that each request for a new workstation installation be handled with optimum efficiency and effectiveness. Which ITIL process is designed to achieve this desired outcome?</QUESTION>

  <OPTION1>Change Management</OPTION1>

  <OPTION2>Customer Liaison</OPTION2>

  <OPTION3>Problem Management</OPTION3>

  <OPTION4>Service Level Management</OPTION4>

  <ANSWER>Change Management</ANSWER>

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  <QUESTION1>202</QUESTION1>

  <QUESTION>Which of the examples below is NOT an example of a configuration item?</QUESTION>

  <OPTION1>A user manual</OPTION1>

  <OPTION2>A company’s organization chart</OPTION2>

  <OPTION3>A systems update procedure</OPTION3>

  <OPTION4>A unique identification code</OPTION4>

  <ANSWER>A unique identification code</ANSWER>

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  <QUESTION1>203</QUESTION1>

  <QUESTION>Which ITIL process provides change proposals in order to eliminate structural errors?</QUESTION>

  <OPTION1>Availability Management</OPTION1>

  <OPTION2>Problem Management</OPTION2>

  <OPTION3>Security Management</OPTION3>

  <OPTION4>IT Service Continuity Management</OPTION4>

  <ANSWER>Problem Management</ANSWER>

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  <QUESTION1>204</QUESTION1>

  <QUESTION>Nitin calls the Service Desk and reports that the system is slow. He asks whether he can be given another PC like his colleague’s, which is much faster. Which term is applicable to this situation?</QUESTION>

  <OPTION1>Problem</OPTION1>

  <OPTION2>Incident</OPTION2>

  <OPTION3>Request for Change</OPTION3>

  <OPTION4>Classification</OPTION4>

  <ANSWER>Request for Change</ANSWER>

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  <QUESTION1>205</QUESTION1>

  <QUESTION>The cash registers in a supermarket experience network disruptions daily between 4 p.m. and 6 p.m. Which ITIL process is responsible for solving these difficulties on a structural basis?</QUESTION>

  <OPTION1>Availability Management</OPTION1>

  <OPTION2>Capacity Management</OPTION2>

  <OPTION3>Incident Management</OPTION3>

  <OPTION4>Problem Management</OPTION4>

  <ANSWER>Problem Management</ANSWER>

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  <QUESTION1>206</QUESTION1>

  <QUESTION>Which of the following describes the basic concept of Integrity in the Security Management process?</QUESTION>

  <OPTION1>The capacity to verify the correctness of the data</OPTION1>

  <OPTION2>The correctness of the data</OPTION2>

  <OPTION3>Protection of the data against unauthorized access and use</OPTION3>

  <OPTION4>Access to the data at any moment</OPTION4>

  <ANSWER>Protection of the data against unauthorized access and use</ANSWER>

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  <QUESTION1>207</QUESTION1>

  <QUESTION>What is meant by the ‘Urgency’ of an incident?</QUESTION>

  <OPTION1>The degree to which the incident gives rise to a deviation from the normal service level</OPTION1>

  <OPTION2>The time needed by IT Services to resolve the incident</OPTION2>

  <OPTION3>The relative importance of the incidents when handling them</OPTION3>

  <OPTION4>The degree to which the solution of an incident tolerates delay</OPTION4>

  <ANSWER>The degree to which the solution of an incident tolerates delay</ANSWER>

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  <QUESTION1>208</QUESTION1>

  <QUESTION>What is the key activity of processes defined in Service Strategy</QUESTION>

  <OPTION1>How robust business cases will be created to secure strategic investment in service assets and service management capabilities</OPTION1>

  <OPTION2>What services are running</OPTION2>

  <OPTION3>How to measure and develop SLA’s</OPTION3>

  <OPTION4>None of the above</OPTION4>

  <ANSWER>How robust business cases will be created to secure strategic investment in service assets and service management capabilities</ANSWER>

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  <QUESTION1>209</QUESTION1>

  <QUESTION>Which of the following is a benefit of using ITIL?</QUESTION>

  <OPTION1>That the users can influence the IT organization providing the IT services</OPTION1>

  <OPTION2>That the quality and the costs of the IT services can be controlled more efficiently</OPTION2>

  <OPTION3>That the organization around the IT services can be set up faster</OPTION3>

  <OPTION4>That it is finally possible to charge for IT services</OPTION4>

  <ANSWER>That the quality and the costs of the IT services can be controlled more efficiently</ANSWER>

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  <QUESTION1>210</QUESTION1>

  <QUESTION>An organization plans on implementing a new network operating system. Before the actual implementation takes place, the plan of approach for achieving the implementation is discussed. Under whose leadership is this discussion held?</QUESTION>

  <OPTION1>The Service Level Manager</OPTION1>

  <OPTION2>The Network Manager</OPTION2>

  <OPTION3>The Change Manager</OPTION3>

  <OPTION4>The Service Manager</OPTION4>

  <ANSWER>The Change Manager</ANSWER>

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  <QUESTION1>211</QUESTION1>

  <QUESTION>The activity that aims to identify the potential damage or loss to an organization resulting from disruption to critical business processes is:</QUESTION>

  <OPTION1>Business Impact Analysis</OPTION1>

  <OPTION2>Component Failure Impact Analysis</OPTION2>

  <OPTION3>Root Cause Analysis</OPTION3>

  <OPTION4>Service Outage Analysis</OPTION4>

  <ANSWER>Business Impact Analysis</ANSWER>

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  <QUESTION1>212</QUESTION1>

  <QUESTION>The data in the Configuration Management Database (CMDB) can only be modified after permission is granted to modify the infrastructure. Which process grants such permission?</QUESTION>

  <OPTION1>Incident Management</OPTION1>

  <OPTION2>Service Level Management</OPTION2>

  <OPTION3>Change Management</OPTION3>

  <OPTION4>Configuration Management</OPTION4>

  <ANSWER>Change Management</ANSWER>

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  <QUESTION1>213</QUESTION1>

  <QUESTION>Your Network Department has made an agreement with an external organization in order to fulfill an agreement with its internal customer. Where would the agreement with the external organization be specified?</QUESTION>

  <OPTION1>Service Level Requirement (SLR)</OPTION1>

  <OPTION2>Underpinning Contract (UC)</OPTION2>

  <OPTION3>Operational Level Agreement (OLA)</OPTION3>

  <OPTION4>Service Level Agreement (SLA)</OPTION4>

  <ANSWER>Underpinning Contract (UC)</ANSWER>

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  <QUESTION1>214</QUESTION1>

  <QUESTION>What is the difference between Asset Management and Configuration Management?</QUESTION>

  <OPTION1>Asset Management deals with the financial aspects of Configuration Items</OPTION1>

  <OPTION2>Configuration Management goes much further than Asset Management, because it also specifies the relations between the assets</OPTION2>

  <OPTION3>Asset Management only deals with what you own; Configuration Management deals with everything in your infrastructure</OPTION3>

  <OPTION4>Asset Management is a superset of Configuration Management, as it includes non-it assets such as chairs and tables</OPTION4>

  <ANSWER>Configuration Management goes much further than Asset Management, because it also specifies the relations between the assets</ANSWER>

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  <QUESTION1>215</QUESTION1>

  <QUESTION>The Service Level Manager requires confirmation that the internal Service Desk can answer Customer calls within 10 seconds. In which document might the Service Desk’s agreement to this requirement be recorded?</QUESTION>

  <OPTION1>Internal Specification Sheet</OPTION1>

  <OPTION2>Operational Level Agreement</OPTION2>

  <OPTION3>Service Level Agreement</OPTION3>

  <OPTION4>An underpinning third party contract</OPTION4>

  <ANSWER>Operational Level Agreement</ANSWER>

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  <QUESTION1>216</QUESTION1>

  <QUESTION>The sequence of dealing with problems must be based on…</QUESTION>

  <OPTION1>The category to which the problem belongs</OPTION1>

  <OPTION2>The impact of the problem</OPTION2>

  <OPTION3>The priority of the problem</OPTION3>

  <OPTION4>The urgency of the problem</OPTION4>

  <ANSWER>The priority of the problem</ANSWER>

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  <QUESTION1>217</QUESTION1>

  <QUESTION>Release management staff do not carry out ;</QUESTION>

  <OPTION1>The planning of rollouts of hardware and software</OPTION1>

  <OPTION2>The distribution of software applications to remote locations</OPTION2>

  <OPTION3>The testing of software to eradicate errors</OPTION3>

  <OPTION4>The release and implementation of software into the live environment</OPTION4>

  <ANSWER>The testing of software to eradicate errors</ANSWER>

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  <QUESTION1>218</QUESTION1>

  <QUESTION>Which of the following statements about the Service Catalogue is correct?</QUESTION>

  <OPTION1>It is necessary in order to draw up an SLA</OPTION1>

  <OPTION2>It describes only those services that are also included in the Service Level Agreement (SLA)</OPTION2>

  <OPTION3>It can be used instead of an SLA</OPTION3>

  <OPTION4>It describes all services that can be supplied by the IT management organization</OPTION4>

  <ANSWER>It describes all services that can be supplied by the IT management organization</ANSWER>

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