**Pre Assessment ITIL**

**1. What is the primary goal of Service Management?**

a) To design innovative products  
b) To ensure IT services meet business needs  
c) To develop software applications  
d) To minimize business operations

**2. Which process focuses on managing the lifecycle of all incidents?**

a) Incident Management  
b) Problem Management  
c) Change Management  
d) Service Asset Management

**3. What is a key responsibility of Service Transition in ITIL Service Management?**

a) Monitoring service performance  
b) Deploying changes into production  
c) Handling customer complaints  
d) Creating Service Level Agreements

**4. Which of the following is a function in Service Management?**

a) Application Management  
b) Incident Analysis  
c) Service Request Fulfillment  
d) Change Authorization

**5. What does a Service Level Agreement (SLA) define?**

a) The business goals of the organization  
b) The terms and conditions of IT service provisioning  
c) The cost of IT service deployment  
d) The escalation process for unresolved issues

**6. In Service Management, what is a "Known Error"?**

a) A major system failure  
b) A solution to a Problem that has been documented  
c) A recurring Incident  
d) An unauthorized access to the system

**7. Which of the following is NOT a core principle of Service Management?**

a) Service value chain  
b) Continual improvement  
c) Process automation  
d) Customer-centric approach

**8. What is the primary objective of Change Management?**

a) To implement Incident resolutions  
b) To prevent unauthorized changes  
c) To identify the root cause of Problems  
d) To document service requirements

**9. Which of the following is a key input for Service Design?**

a) Service Level Requirements (SLRs)  
b) Incident Reports  
c) Deployment Plans  
d) Backup Procedures

**10. What is a "Service Request"?**

a) A new project proposal  
b) A formal request for information, advice, or access to IT services  
c) A hardware failure report  
d) An unexpected service interruption