

ITIL® Sample Papers

Terms of Use - The Official ITIL Accreditor Sample Examination Papers

Please note that by downloading and/or using this document, you have agreed accepted to comply with the terms of use outlined below:

1. All sample (electronic or paper based) papers are for personal use only.
2. The sample papers are intended for the following use only:
 - For use as study aid/s for candidates who wish to sit an ITIL examination, or
 - For reference purposes.
3. By downloading a complimentary digital copy of any of the ITIL sample papers, you agree not to:
 - Reproduce or copy;
 - Forward or share;
 - Sell the document.

with/to any third party.
4. If you wish to use the whole, or part, of any of this sample paper for any purpose other than self study or reference, please contact AXELOS Accreditation Team (accreditation@axelos.com).



The ITIL® Foundation Examination

Sample Paper C

Multiple Choice

Instructions

1. *All 40 questions should be attempted.*
2. *All answers are to be marked on the answer grid provided.*
3. *You have 60 minutes to complete this paper.*
4. *You must achieve 26 or more out of a possible 40 marks (65%) to pass this examination.*

1. Which of the following is NOT a source of best practice?
 - a) Standards
 - b) Technology
 - c) Academic research
 - d) Internal experience

2. Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?
 - a) Proprietary knowledge may be difficult to adopt, replicate or transfer
 - b) Public frameworks are always cheaper to adopt
 - c) Public frameworks are prescriptive and tell you exactly what to do
 - d) Proprietary knowledge has been tested in a wide range of environments

3. What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?
 - a) Strategic customers
 - b) External customers
 - c) Valued customers
 - d) Internal customers

4. Which one of the following is NOT be defined as part of every process?
 - a) Roles
 - b) Inputs and outputs
 - c) Functions
 - d) Metrics

5. In which of the following areas would ITIL complementary guidance provide assistance?

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

- a) Option 1 only
- b) Option 2 only
- c) Both of the above
- d) Neither of the above

6. Which one of the following is an objective of service transition?

- a) To negotiate service levels for new services
- b) To ensure that service changes create the expected business value
- c) To reduce the impact of business critical service outages on key services
- d) To plan and manage entries in the service catalogue

7. Which lifecycle stage ensures that the impact of service outages are minimized on a day- to- day basis?

- a) Service design
- b) Service operation
- c) Continual service improvement
- d) Service transition

8. Which is the BEST description of a service catalogue?
- a) A document used by service operations to identify activities that must be performed
 - b) A list of all service level agreements (SLAs)
 - c) A list of all business requirements that have not yet become services
 - d) The part of the service portfolio that is visible to customers
9. Which one of the following is concerned with policy and direction?
- a) Capacity management
 - b) Governance
 - c) Service design
 - d) Service level management
10. What is the BEST description of an operational level agreement (OLA)?
- a) An agreement between the service provider and another part of the same organization
 - b) An agreement between the service provider and an external organization
 - c) A document that describes to a customer how services will be operated on a day-to-day basis
 - d) A document that describes business services to operational staff
11. A known error record has been created after completing diagnosis of a problem but before finding a workaround. Is this a valid approach?
- a) Yes: for information purposes, a known error record can be created at any time it is prudent to do so
 - b) No: the known error record should be created before the problem is logged
 - c) No: a known error record is created when the original incident is raised
 - d) No: a known error record should be created with the next release of the service

12. Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?
- a) Change proposal
 - b) Change policy
 - c) Service request
 - d) Risk register
13. From the perspective of the service provider, who is the person or group that agrees their service targets?
- a) The user
 - b) The customer
 - c) The supplier
 - d) The administrator
14. The consideration of value creation is a principle of which stage of the service lifecycle?
- a) Continual service improvement
 - b) Service strategy
 - c) Service design
 - d) Service transition
15. Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps". What are these four Ps?
- a) People, process, partners, performance
 - b) Performance, process, products, problems
 - c) People, process, products, partners
 - d) People, products, perspective, partners

16. What is the MAIN reason for a service provider to understand the 5 aspects of service design?
- a) To prevent security breaches in mission critical services
 - b) To ensure a holistic, results-driven approach
 - c) To allow service design to cut costs
 - d) To prevent breaches of service level agreements (SLAs)
17. Which one of the following is the CORRECT set of steps for the continual service improvement approach?
- a) Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
 - b) *'Where do we want to be?'; 'How do we get there?'; 'How do we check we arrived?'; 'How do we keep the momentum going?'*
 - c) Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
 - d) *'What is the vision?'; 'Where are we now?'; 'Where do we want to be?'; 'How do we get there?'; 'Did we get there?'; 'How do we keep the momentum going?'*
18. Which three types of metric support Continual Service Improvement (CSI) activities?
- a) Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
 - b) Process metrics, software metrics and financial metrics
 - c) Technology metrics, process metrics and service metrics
 - d) Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

19. Which part of Financial Management for IT services deals with predicting and controlling income and expenditure within the organization?

- a) Accounting
- b) Budgeting
- c) Cost models
- d) Charging

20. What is the PRIMARY process for strategic communication with the service provider's customers?

- a) Service catalogue management
- b) Service portfolio management
- c) Service desk
- d) Business relationship management

21. Which of these recommendations is best practice for service level management?

- 1. Include legal terminology in service level agreements (SLAs)
- 2. It is NOT necessary to be able to measure all the targets in an SLA

- a) 1 only
- b) 2 only
- c) Both of the above
- d) Neither of the above

22. Which one of the following is the BEST description of a service-based service level agreement (SLA)?

- a) An agreement with an individual customer group, covering all the services that they use
- b) An agreement that covers one service for a single customer
- c) An agreement that covers service specific issues in a multi-level SLA structure
- d) An agreement that covers one service for all customers of that service

23. Which one of the following is NOT the responsibility of service catalogue management?

- a) Ensuring that information in the service catalogue is accurate
- b) Ensuring that service level agreements are maintained
- c) Ensuring that information in the service catalogue is consistent with information in the service portfolio
- d) Ensuring that all operational services are recorded in the service catalogue

24. Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- a) Service level management
- b) IT service continuity management
- c) Service catalogue management
- d) Supplier management

25. Which process has the following objective, 'Produce service design packages (SDPs) based on service charters and change requests'?
- a) Service transition planning and support
 - b) Design coordination
 - c) Service level management
 - d) Change management
26. Which statement about the emergency change advisory board (ECAB) is CORRECT?
- a) The ECAB considers every high priority request for change
 - b) Amongst the duties of the ECAB is the review of completed emergency changes
 - c) The ECAB will be used for emergency changes where there may not be time to call a full CAB
 - d) The ECAB will be chaired by the IT director
27. Who is responsible for chairing a change advisory board (CAB)?
- a) Change manager
 - b) Service owner
 - c) Change initiator
 - d) Business relationship manager
28. What is the second phase in release and deployment management?
- a) Review and close
 - b) Authorize changes
 - c) Release build and test
 - d) Release and deployment planning

29. The objective of which process is: "To improve the quality of management decision making by ensuring that reliable and secure knowledge, information and data is available throughout the lifecycle"?
- a) Knowledge management
 - b) Availability management
 - c) Service asset and configuration management
 - d) Change management
30. Which process would maintain policies, standards and models for service transition activities and processes?
- a) Change management
 - b) Capacity management
 - c) Service transition planning and support
 - d) Release management
31. Which of the following should be done when closing an incident?
- 1. Check the incident categorization and correct it if necessary
 - 2. Check that the user is satisfied with the outcome
- a) 1 only
 - b) 2 only
 - c) Both of the above
 - d) Neither of the above

32. Hierarchic escalation is BEST described as?

- a) Notifying more senior levels of management about an incident
- b) Passing an incident to people with a greater level of technical skill
- c) Using more senior specialists than necessary to resolve an incident to maintain customer satisfaction
- d) Failing to meet the incident resolution times specified in a service level agreement

33. A significant, unresolved problem is likely to cause major business disruption. Where is this MOST-LIKELY to be escalated to?

- a) IT service continuity management
- b) Availability management
- c) Incident management
- d) Change management

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

- a) Service level management
- b) Problem management
- c) Change management
- d) Event management

35. Which one of the following is the BEST description of a service request?

- a) A request from a user for information, advice or for a standard change
- b) Anything that the customer wants and is prepared to pay for
- c) Any request or demand that is entered by a user via a self-help web-based interface
- d) Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

36. Which of the following service desk organizational structures are described in service operation?

1. Local service desk
2. Virtual service desk
3. IT help desk
4. Follow the sun

- a) 1, 2 and 3 only
- b) 1, 2 and 4 only
- c) 1, 3 and 4 only
- d) 2, 3 and 4 only

37. Which function or process would provide staff to monitor events in an operations bridge?

- a) Technical management
- b) IT operations management
- c) Request fulfilment
- d) Applications management

38. Which of the following is a process owner NOT responsible for?

- a) Defining the process strategy
- b) Communication of process information or changes to ensure awareness
- c) Developing IT plans that meet and continue to meet the IT requirements of the business
- d) Identifying improvement opportunities for inclusion in the CSI register

39. A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

- a) Be accountable for the outcome of an activity
- b) Perform an activity
- c) Be kept up-to-date on the progress of an activity
- d) Manage an activity

40. Which of the following options is a hierarchy that is used in knowledge management?

- a) Wisdom - Information - Data – Knowledge
- b) Data - Information - Knowledge – Wisdom
- c) Knowledge - Wisdom - Information – Data
- d) Information - Data - Knowledge – Wisdom

END OF EXAMINATION

ITIL Foundation Examination

For Exam Paper: ITIL_Foundation_EN_SamplePaperC_v1.0

Qu	Ans	Syllabus Topic
----	-----	----------------

1	B	FND01-1
2	A	FND01-2
3	B	FND01-4
4	C	FND01-10
5	C	FND02-2

6	B	FND02-7
7	B	FND02-9
8	D	FND03-4
9	B	FND03-5
10	A	FND03-12

11	A	FND03-31
12	A	FND03-37
13	B	FND03-41
14	B	FND04-2
15	C	FND04-3

16	B	FND04-4
17	D	FND04-9
18	C	FND04-10
19	B	FND05-22
20	D	FND05-23

Qu	Ans	Syllabus Topic
----	-----	----------------

21	D	FND05-31
22	D	FND05-31
23	B	FND05-41
24	D	FND05-44
25	B	FND05-47

26	C	FND05-51
27	A	FND05-51
28	C	FND05-61
29	A	FND05-62
30	C	FND05-64

31	C	FND05-71
32	A	FND05-71
33	A	FND05-72
34	B	FND05-72
35	A	FND05-82

36	B	FND06-1
37	B	FND06-2
38	C	FND07-1
39	C	FND07-2
40	B	FND08-2

ITIL Foundation Examination

Rationales

Question 1

Answer B is correct in NOT being a **source** of best practice. Technology is an **enabler** of best practice.

Answer A (Standards), Answer C (Academic research) and Answer D (Internal experience) are all sources of best practice.

Question 2

Answer A is correct. Proprietary knowledge of one's organization is often limited to a few individuals who execute tasks a certain way that works for them. It is rarely documented so is difficult for others to follow unless observed closely.

Answer B is wrong as there is no guarantee that a public framework adoption is any cheaper to adopt. Answer C is wrong as ITIL is framework that most certainly does not tell you what to do. Answer D is wrong as proprietary knowledge is usually only ever tested in the environment it was conceived in.

Question 3

Answer B is correct where the use of a contract is the key in pointing to an external customer.

Answer D (Internal customers) would not need contracts. Answers A (Strategic customers) and C (Valued customers) may be internal or external so a contract would not always be used to purchase services.

Question 4

Answer C is correct. Functions would carry out the processes not be defined as part of them.

Answer A is incorrect as roles would be defined for the process owner and process manager as an absolute minimum. No process could operate without inputs and outputs making answer B incorrect. Answer D is incorrect as every process needs to be measured by metrics to allow it to be managed effectively.

Question 5

Answer A is correct as both options 1 and 2 are true. The ITIL complementary guidance has many books, blogs and whitepapers amongst which are its interface with other operating models e.g. SIAM, COBIT, etc. Books and papers are also written pertaining to specific industry sectors e.g. Government, finance, etc.

Question 6

Answer B is correct with a number of service transition processes contributing e.g. change management.

The other answers are wrong because they are objectives of other processes. Answer A is an objective of service level management. Answer C is more an objective of service operation and Answer D belongs to service catalogue management.

Question 7

Answer B is correct utilizing processes such as incident and problem management to minimize outages.

Answer A (Service design) creates the blueprint for the service. Answer D (Service transition) builds and ensures the service moves into the live environment. Answer C (Continual service improvement) often works on the service after it is live to improve its effectiveness and efficiency.

Question 8

Answer D is the BEST description. The service portfolio is made up of the service pipeline and retired services which are invisible to customers and the service catalogue which is.

Answer A is wrong as the service catalogue sets out the description of a service not the activities that need to be carried out. Answer B is wrong as the service catalogue is used as a basis for creating SLAs not to list them. Answer C is wrong as the service catalogue contains a list of services not needs.

ITIL Foundation Examination

Question 9

Answer B is correct as it is solely concerned with policy and direction for the organization.

Though it could be argued that the other options do have policies and set direction, it is NOT their primary focus and they will all be driven by organizational governance standards.

Question 10

Answer A is the BEST description of an OLA. For example, the service provider might have an OLA with their facilities management function defining how and when escalation of incidents takes place.

Answer B is describing a contract. Answer C describes information that would be found in an SLA. Description of business service in answer D is likely to be found in the service catalogue.

Question 11

Answer A is correct. The key to the correct answer is understanding the difference between a known error and a known error record. A known error RECORD can be created without knowing the root cause or more commonly without a workaround being in place.

Answer B is wrong as although known error records can be created from external sources before a problem is logged this is not always the case. Answer C is wrong as a known error record would not be created off an incident record. Answer D is incorrect as the next release of the service may have actually introduced a fix for the known error making it redundant.

Question 12

Answer A is correct. The change proposal would be used where a major cost and / or risk is involved often requiring approval from senior customer and service provider representatives.

Answer B (Change policy) would actually be used to define when a change proposal should be raised. Answer C (Service request) is used for far lower levels of change with known risks and costs. Answer D (Risk register) actually records the risks that may have caused the change proposal to be raised.

Question 13

Answer B is the correct one. The customer agrees the service targets with the service provider through the SLA.

Suppliers (Answer C) agreement is through contracts. The user (Answer A) is subservient to the customer making it incorrect. The administrator (Answer D) might be involved in reporting on targets but not agreeing them.

Question 14

Answer B is correct. No service would get past the service strategy stage of the lifecycle (into design, transition, etc.) if it did not create value for the customer.

All other lifecycle stages are concerned with maintaining and eventually realizing the value.

Question 15

Answer C is correct. The balance of service design is achieved through the balance of people, process, products and partners.

Question 16

Answer B is correct. The key to the answer is the holistic nature of service design and the desire to achieve the results and create the value defined in service strategy. The other three answers are all areas that service design is concerned with but they are not the MAIN reason.

ITIL Foundation Examination

Question 17

Answer D is correct as it describes the FULL service improvement approach.

Answer B misses two of the steps of the approach and is incorrect. Answer A is incorrect as it vaguely describes the actual service lifecycle. Answer C is closer to describing the Deming Cycle of Plan, Do, Check, Act

Question 18

Answer C is correct containing the right balance described in the CSI publication (Technology, process and service).

Question 19

Answer B is correct where budgeting is looking into future to predict expenditure and income.

Answer A (accounting) is the process of recording and accounting for spend. Answer C (Cost models) are used to calculate the cost of providing services. Answer D (Charging) is the process whereby costs can be recovered from customers.

Question 20

Answer D is correct. Business relationship management cover communication at the strategic level.

Service level management performs the same role tactically with the service desk (Answer C) doing this operationally. Although service portfolio management (Answer B) and service catalogue management (Answer A) have their outputs used IN communication with the customer, they are not the process responsible for it.

Question 21

Answer D is correct. Both statements are false. Firstly, SLAs are internal organizational documents and therefore legal language is not needed and would serve only to confuse. (Organizations don't sue themselves!). SLAs should be clear and unambiguous. Option 2 is false as every target in an SLA must be measurable to allow it to be managed.

Question 22

Answer D is correct. A service-based SLA is useful where all the customers receive a single reasonably homogenous service.

Answer A describes a customer based SLA where a single customer has an SLA for multiple services. Answer B is half right in that it covers a single service but still incorrect as it fails to identify multiple customers. Answer C describes the 'service' level of a multi-level SLA.

Question 23

Answer B is correct as it identifies a responsibility of service level management NOT service catalogue management.

The accuracy of the catalogue (Answer A), consistency with the other elements of the service portfolio (Answer C) and completeness of the service catalogue (Answer D) are all incorrect since they are roles of service catalogue management.

Question 24

Answer D is correct. Supplier management must review all contracts on a regular basis to ensure elements like risk of non-supply have not increased. The three incorrect answers may all be consulted by supplier management as part of the review but do not actually undertake it.

ITIL Foundation Examination

Question 25

Answer B is correct. The service design package (SDP) is a major output from service design.

This immediately makes service transition planning and support (Answer A) and change management (Answer C) wrong as they are in the service transition phase of the lifecycle. Service level management's (Answer D) major role is the agreement and management of SLAs leaving design co-ordination as the correct answer.

Question 26

Answer C is correct. ITIL guidance states that the full CAB is the best possible body to consider a change. The ECAB will substitute if this proves logistically impossible.

Answer A is incorrect as the CAB will consider some of the high priority changes where time allows to bring it together. Answer B is incorrect as the review of changes is the role of the full CAB. Answer D is wrong as the change manager chairs both CAB and ECAB.

Question 27

Answer A is correct. The change manager chairs the CAB. It is likely that the other three answers might be present and attending the CAB to either contribute or take away information.

Question 28

Answer C is correct.

Release build and test follows release and deployment planning (Answer D) as the second phase. Review and close (Answer A) is the fourth and final stage. Change authorization (B) is a change management activity and outside of the scope of release and deployment management.

Question 29

Answer A is correct. Even though knowledge management is a process within service transition it is described as a whole lifecycle process ensuring that knowledge is available and current right the way through the 5 phases.

Question 30

Answer C is correct. Service transition planning and support acts like the glue binding together the service transition phase. It would therefore be responsible for policies, standards and models.

Capacity management (Answer B) is a service design process. Answers A and D are both processes within service transition that would follow the policies and standards laid down by service transition planning and support.

Question 31

Answer C is correct. The closing category of an incident should be checked as it is the raw data that can be used for many purposes e.g. to help problem management identify trends of recurring incidents. The user must also be satisfied with the outcome as they are the people affected. This is very often done by a service desk contacting them to confirm closure.

Question 32

Answer A is correct. Hierarchic escalation often takes place if a higher level authority is needed to focus attention on an incident resolution.

Answer B describes a possible functional escalation scenario. Answer C describes a possible though inefficient scenario that is not hierarchic escalation. Answer D is a reason that hierarchic escalation may be invoked not a description of it.

ITIL Foundation Examination

Question 33

Answer A is correct. Major business disruption is the trigger for business continuity and by implication IT service continuity to swing into action.

Availability management (Answer B) has more focus on design side activity. Incident management (Answer C) will likely have dealt with the original incident(s) that lead to the problem being raised. Change management (Answer D) will only be involved when a proposed fix needs authorizing.

Question 34

Answer B is correct. The act of proactive problem management causes incident data to be analysed looking for trends and raising problems as a result.

Service level management (Answer A) may contribute but will not analyse low level incident data. Change management (Answer C) does not analyse incident data for trends. Event management (Answer D) will look for trends but in EVENT data.

Question 35

Answer A is correct. 'How to' questions and standard changes are good examples of service requests.

Answer B is too broad as it conceivably covers changes and projects as well. Answer C has some truth in that self-help, web-based tools are often used for service requests. The fact that this not exclusively so and the question states 'any request' makes it incorrect. Answer D describes a change not service request.

Question 36

Answer B is correct. A local service desk (option 1) serves users in the same location. A virtual service desk (option 2) may be in multiple locations but appears as one to the customer. Option 4 (Follow the sun) is a service desk model where control switches depending on the time of the day. The IT help desk (option 3) is not a valid option having disappeared by version 2 of ITIL in 2001!

Question 37

Answer B is correct. The operations control part of the operations management function will provide the staff for the operations bridge (this is a front line monitoring role in a data centre or network operations centre).

As a **process** can't provide staff, request fulfilment, (Answer C) is immediately wrong. Technical and applications (Answers A and D) will work outside of the operation bridge area.

Question 38

Answer C is correct.

The process owner will define the process strategy (Answer A), make sure those who are involved know about it (Answer B) and help to identify improvement (Answer D). What they are NOT responsible for are IT plans to meet business need.

Question 39

Answer C is correct. 'I' is informed in the RACI matrix which equates to being kept up-to-date.

'A' in RACI is accountable (Answer A). R is responsible which is performing and managing the activity (Answers B and D)

Question 40

Answer B is correct. D-I-K-W For example, raw **data** may be fed through a reporting tool to turn it into **information**. The information may be analysed (turned into **knowledge**) to decide a number of courses of action. **Wisdom** (other factors outside) will allow us to choose the best course of action to take.