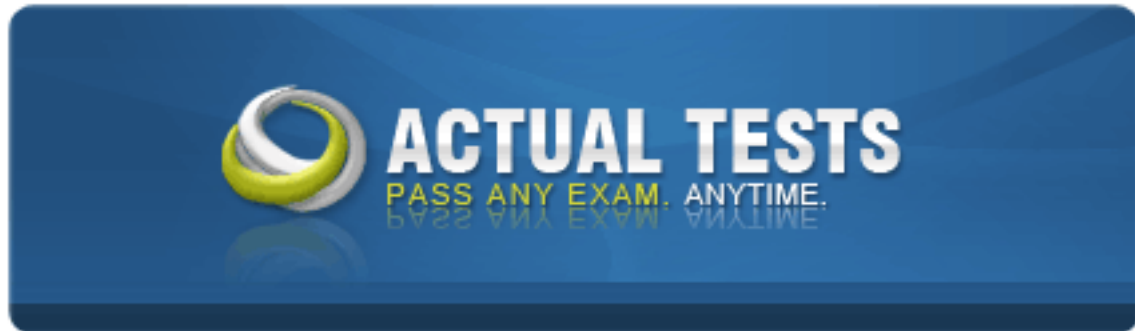


**ISEB ITILF2011**



**ITIL Foundation (syllabus 2011)**

**Version: 12.0**

**Topic 1, Volume A**

**QUESTION NO: 1**

Which role is responsible for carrying out the activities of a process?

- A. Process owner
- B. Change manager
- C. Service manager
- D. Process practitioner

**Answer: D**

**Explanation:**

**QUESTION NO: 2**

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

**Answer: B**

**Explanation:**

**QUESTION NO: 3**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 4**

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

**Answer: A**

**Explanation:**

**QUESTION NO: 5**

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- 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

**Answer: A**

**Explanation:**

**QUESTION NO: 6**

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

**Answer: B**

**Explanation:**

**QUESTION NO: 7**

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

**Answer: C**

**Explanation:**

**QUESTION NO: 8**

Which of the following BEST describes service strategies value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

**Answer: D**

**Explanation:**

**QUESTION NO: 9**

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

**Answer: C**

**Explanation:**

**QUESTION NO: 10**

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

**Answer: A**

**Explanation:**

**QUESTION NO: 11**

Which of the following should be documented in an incident model?

1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: B**

**Explanation:**

**QUESTION NO: 12**

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

**Answer: C**

**Explanation:**

**QUESTION NO: 13**

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

**Answer: C**

**Explanation:**

**QUESTION NO: 14**

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

**Answer: B**

**Explanation:**

**QUESTION NO: 15**

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

**Answer: C**

**Explanation:**

**QUESTION NO: 16**

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of FT services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the service provider could operate in

- A. 1, 2 and 3 only
- B. 1 and 2 only
- C. 1, 2 and 4 only
- D. All of the above

**Answer: A**

**Explanation:**

**QUESTION NO: 17**

Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

**Answer: A**

**Explanation:**

**QUESTION NO: 18**

Which process includes business, service and component sub-processes?

- A. Capacity management

- B. Incident management
- C. Service level management
- D. Financial management

**Answer: A**

**Explanation:**

**QUESTION NO: 19**

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

**Answer: A**

**Explanation:**

**QUESTION NO: 20**

What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome
- B. Incident
- C. Change
- D. Problem

**Answer: A**

**Explanation:**

**QUESTION NO: 21**

Which process is responsible for managing relationships with vendors?

- A. Change management



- B. Service portfolio management
- C. Supplier management
- D. Continual service improvement

**Answer: C**

**Explanation:**

**QUESTION NO: 22**

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 4 only
- B. 2, 3 and 4 only
- C. 1, 3 and 4 only
- D. 1, 2 and 3 only

**Answer: A**

**Explanation:**

**QUESTION NO: 23**

What are the categories of event described in the UIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

**Answer: C**

**Explanation:**

**QUESTION NO: 24**

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

**Answer: B**

**Explanation:**

**QUESTION NO: 25**

Which of the following are the MAIN objectives of incident management?

1. To automatically detect service-affecting events
2. To restore normal service operation as quickly as possible
3. To minimize adverse impacts on business operations

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. All of the above

**Answer: B**

**Explanation:**

**QUESTION NO: 26**

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board

D. Urgent change authority

**Answer: B**

**Explanation:**

**QUESTION NO: 27**

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be operated, managed and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge and information about services and service assets
- D. To plan and manage the capacity and resource requirements to manage a release

**Answer: B**

**Explanation:**

**QUESTION NO: 28**

Which of the following types of service should be included in the scope of service portfolio management?

- 1. Those planned to be delivered
- 2. Those being delivered
- 3. Those that have been withdrawn from service

- A. 1 and 3 only
- B. All of the above
- C. 1 and 2 only
- D. 2 and 3 only

**Answer: B**

**Explanation:**

**QUESTION NO: 29**

The BEST description of an incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

**Answer: B**

**Explanation:**

#### **QUESTION NO: 30**

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?

**Answer: D**

**Explanation:**

#### **QUESTION NO: 31**

When can a known error record be raised?

1. At any time it would be useful to do so
2. After a workaround has been found

- A. 2 only
- B. 1 only
- C. Neither of the above
- D. Both of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 32**

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

**Answer: B**

**Explanation:**

**QUESTION NO: 33**

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

**Answer: C**

**Explanation:**

**QUESTION NO: 34**

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

**Answer: A**

**Explanation:**

**QUESTION NO: 35**

Which of the following are basic concepts used in access management?

- A. Personnel, electronic, network, emergency, identity
- B. Rights, access, identity, directory services, service/service components
- C. Physical, personnel, network, emergency, service
- D. Normal, temporary, emergency, personal, group

**Answer: B**

**Explanation:**

**QUESTION NO: 36**

Which of these statements about resources and capabilities is CORRECT?

- A. Resources are types of service asset and capabilities are not
- B. Resources and capabilities are both types of service asset
- C. Capabilities are types of service asset and resources are not
- D. Neither capabilities nor resources are types of service asset

**Answer: B**

**Explanation:**

**QUESTION NO: 37**

Within service design, what is the key output handed over to service transition?

- A. Measurement, methods and metrics
- B. Service design package
- C. Service portfolio design
- D. Process definitions

**Answer: B**

**Explanation:**

**QUESTION NO: 38**

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

**Answer: C**

**Explanation:**

**QUESTION NO: 39**

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

**Answer: D**

**Explanation:**

**QUESTION NO: 40**

Availability management is directly responsible for the availability of which of the following?

- A. IT services and components
- B. IT services and business processes
- C. Components and business processes
- D. IT services, components and business processes

**Answer: A**

**Explanation:**

**QUESTION NO: 41**

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline

**Answer: A**

**Explanation:**

#### **QUESTION NO: 42**

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

**Answer: B**

**Explanation:**

#### **QUESTION NO: 43**

Which of the following are reasons why ITIL is successful?

- 1. ITIL is vendor neutral
  - 2. It does not prescribe actions
  - 3. ITIL represents best practice
- 
- A. All of the above
  - B. 1 and 3 only
  - C. 1 and 2 only
  - D. 2 and 3 only

**Answer: A**

**Explanation:**



**QUESTION NO: 44**

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming Cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

**Answer: A**

**Explanation:**

**QUESTION NO: 45**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 46**

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

**Answer: C**

**Explanation:**

**QUESTION NO: 47**

Which of the following BEST describes partners' in the phrase people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

**Answer: A**

**Explanation:**

**QUESTION NO: 48**

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

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

**Answer: D**

**Explanation:**

**QUESTION NO: 49**

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data
- B. Information
- C. Knowledge
- D. Governance

**Answer: C**

**Explanation:**

**QUESTION NO: 50**

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

**Answer: C**

**Explanation:**

**QUESTION NO: 51**

Which of the following would commonly be found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

- A. 1 and 2 only
- B. 1 and 3 only
- C. 2 and 3 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 52**

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management

- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

**Answer: A**

**Explanation:**

#### **QUESTION NO: 53**

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced total cost of ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

**Answer: D**

**Explanation:**

#### **QUESTION NO: 54**

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

**Answer: C**

**Explanation:**

#### **QUESTION NO: 55**

Consider the following list:

1. Change authority
2. Change manager
3. Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

- A. Job descriptions
- B. Functions
- C. Teams
- D. Roles, people or groups

**Answer: D**

**Explanation:**

#### **QUESTION NO: 56**

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

**Answer: A**

**Explanation:**

#### **QUESTION NO: 57**

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

**Answer: D**

**Explanation:**

**QUESTION NO: 58**

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) approach
- D. The Deming Cycle

**Answer: A**

**Explanation:**

**QUESTION NO: 59**

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

**Answer: B**

**Explanation:**

**QUESTION NO: 60**

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

**Answer: A**

**Explanation:**

**Topic 2, Volume B**

**QUESTION NO: 61**

Which one of the following is the BEST definition of the term service management?

- A.** A set of specialized organizational capabilities for providing value to customers in the form of services
- B.** A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C.** The management of functions within an organization to perform certain activities
- D.** Units of organizations with roles to perform certain activities

**Answer: A**

**Explanation:**

**QUESTION NO: 62**

Which of the following is NOT a valid objective of problem management?

- A.** To prevent problems and their resultant Incidents
- B.** To manage problems throughout their lifecycle
- C.** To restore service to a user
- D.** To eliminate recurring incidents

**Answer: C**

**Explanation:**

**QUESTION NO: 63**

Which one of the following is an objective of service catalogue management?

- A.** Negotiating and agreeing service level agreement
- B.** Negotiating and agreeing operational level agreements
- C.** Ensuring that the service catalogue is made available to those approved to access it
- D.** Only ensuring that adequate technical resources are available

**Answer: C**

**Explanation:**

**QUESTION NO: 64**

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

**Answer: A**

**Explanation:**

**QUESTION NO: 65**

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

**Answer: D**

**Explanation:**

**QUESTION NO: 66**

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)



**Answer: B**

**Explanation:**

**QUESTION NO: 67**

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
- B. Identification of risk, analysis and management of the exposure to risk
- C. Control of exposure to risk and investment of capital
- D. Training of all staff and investment of capital

**Answer: B**

**Explanation:**

**QUESTION NO: 68**

Which of the following is an enabler of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

**Answer: B**

**Explanation:**

**QUESTION NO: 69**

Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

- A. Profit
- B. Preparation
- C. Products
- D. Potential

**Answer: C**

**Explanation:**

**QUESTION NO: 70**

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
- B. The design of new or changed services
- C. The design of market spaces
- D. The design of the technology architectures

**Answer: C**

**Explanation:**

**QUESTION NO: 71**

Where would you expect incident resolution targets to be documented?

- A. A service level agreement (SLA)
- B. A request for change (RFC)
- C. The service portfolio
- D. A service description

**Answer: A**

**Explanation:**

**QUESTION NO: 72**

Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Reduction in the duration and frequency of service outages

- A. All of the above
- B. 1 and 3 only
- C. 1 and 2 only
- D. 2 and 3 only

**Answer: C**

**Explanation:**

**QUESTION NO: 73**

What are the categories of event described in the ITIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

**Answer: C**

**Explanation:**

**QUESTION NO: 74**

A process owner is responsible for which of the following?

1. Defining the process strategy
2. Assisting with process design
3. Improving the process
4. Performing all activities involved in a process

- A. 2, 3 and 4 only
- B. All of the above
- C. 1, 2 and 3 only
- D. 1, 2 and 4 only

**Answer: C**

**Explanation:**

**QUESTION NO: 75**

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

**Answer: B**

**Explanation:**

**QUESTION NO: 76**

Which of the following should be considered when designing measurement systems, methods and metrics?

1. The services
2. The architectures
3. The configuration items
4. The processes

- A. 1, 2 and 3 only
- B. 1, 3 and 4 only
- C. 2, 3 and 4 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 77**

Which of the following is the best definition of IT service management?

- A. An internal service provider that is embedded within a business unit

- B. A complete set of all the documentation required to deliver world class services to customers
- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

**Answer: D**

**Explanation:**

**QUESTION NO: 78**

Which of the following is service transition planning and support NOT responsible for?

- A. Prioritizing conflicts for service transition resources
- B. Coordinating the efforts required to manage multiple simultaneous transitions
- C. Maintaining policies, standards and models for service transition activities and processes
- D. Detailed planning of the build and test of individual changes

**Answer: D**

**Explanation:**

**QUESTION NO: 79**

What are underpinning contracts used to document?

- A. The provision of IT services or business services by a service provider
- B. The provision of goods and services by third party suppliers
- C. Service levels that have been agreed between the internal service provider and their customer
- D. Metrics and critical success factors (CSFs) for internal support teams

**Answer: B**

**Explanation:**

**QUESTION NO: 80**

In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational level agreement (OLA)
- B. Capacity plan
- C. Service level agreement (SLA)
- D. SLA monitoring chart (SLAM)

**Answer: D**

**Explanation:**

**QUESTION NO: 81**

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

- A. The IT director
- B. The process owner
- C. The service owner
- D. The customer

**Answer: B**

**Explanation:**

**QUESTION NO: 82**

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

**Answer: B**

**Explanation:**

**QUESTION NO: 83**

Which of the following identify the purpose of business relationship management?

1. To establish and maintain a business relationship between service provider and customer
2. To identify customer needs and ensure that the service provider is able to meet

- A. Both of the above
- B. 1 only
- C. 2 only
- D. Neither of the above

**Answer: A**

**Explanation:**

**QUESTION NO: 84**

Which of the following is the correct definition of an outcome?

- A. The results specific to the clauses in a service level agreement (SLA)
- B. The result of carrying out an activity, following a process or delivering an IT service
- C. All the accumulated knowledge of the service provider
- D. All incidents reported to the service desk

**Answer: B**

**Explanation:**

**QUESTION NO: 85**

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

- A. Service Strategy
- B. Continual Service Improvement
- C. Service Operation
- D. Service Design

**Answer: B**

**Explanation:**

**QUESTION NO: 86**

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

- A. Availability management
- B. Capacity management
- C. Design coordination
- D. Release management

**Answer: C**

**Explanation:**

**QUESTION NO: 87**

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

**Answer: B**

**Explanation:**

**QUESTION NO: 88**

What would be the next step in the continual service improvement (CSI) model after?

1. What is the vision?
2. Where are we now?
3. Where do we want to be?



4. How do we get there?

5. Did we get there?

6. ?

A. What is the return on investment (ROI)?

B. How much did it cost?

C. How do we keep the momentum going?

D. What is the value on investment (VOI)?

**Answer: C**

**Explanation:**

#### **QUESTION NO: 89**

Which statement about the emergency change advisory board (ECAB) is CORRECT?

A. The ECAB considers every high priority request for change (RFC)

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

**Answer: C**

**Explanation:**

#### **QUESTION NO: 90**

Which of the following BEST describes a problem?

A. An issue reported by a user

B. The cause of two or more incidents

C. A serious incident which has a critical impact to the business

D. The cause of one or more incidents

**Answer: D**

**Explanation:**

**QUESTION NO: 91**

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

**Answer: C**

**Explanation:**

**QUESTION NO: 92**

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

**Answer: B**

**Explanation:**

**QUESTION NO: 93**

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

**Answer: B**

**Explanation:**

**QUESTION NO: 94**

What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

- A. Business services
- B. Component services
- C. Supporting services
- D. Customer services

**Answer: C**

**Explanation:**

**QUESTION NO: 95**

Which of the following areas would technology help to support during the service lifecycle?

1. Data mining and workflow
2. Measurement and reporting
3. Release and deployment
4. Process design

- A. 2, 3 and 4 only
- B. 1, 3 and 4 only
- C. 1, 2 and 3 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 96**

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

**Answer: B**

**Explanation:**

**QUESTION NO: 97**

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

- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

**Answer: A**

**Explanation:**

**QUESTION NO: 98**

Where should the following information be stored?

1. The experience of staff
2. Records of user behaviour
3. Supplier's abilities and requirements
4. User skill levels

- A. The forward schedule of change
- B. The service portfolio
- C. A configuration management database (CMDB)
- D. The service knowledge management system (SKMS)

**Answer: D**

**Explanation:**

**QUESTION NO: 99**

Which of the following statements about standard changes are CORRECT?

1. The approach is pre-authorized
2. The risk is usually low and well understood
3. Details of the change will be recorded
4. Some standard changes will be triggered by the request fulfilment process

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 100**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfilment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management

**D.** Incident management, service desk, request fulfilment, access management, and event management

**Answer: A**

**Explanation:**

**QUESTION NO: 101**

With which process is problem management likely to share categorization and impact coding systems?

- A.** Incident management
- B.** Service asset and configuration management
- C.** Capacity management
- D.** IT service continuity management

**Answer: A**

**Explanation:**

**QUESTION NO: 102**

What guidance does ITIL give on the frequency of production of service reporting?

- A.** Service reporting intervals must be defined and agreed with the customers
- B.** Reporting intervals should be set by the service provider
- C.** Reports should be produced weekly
- D.** Service reporting intervals must be the same for all services

**Answer: A**

**Explanation:**

**QUESTION NO: 103**

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

**Answer: C**

**Explanation:**

**QUESTION NO: 104**

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

**Answer: C**

**Explanation:**

**QUESTION NO: 105**

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand management
- B. Incident management
- C. Release and deployment management
- D. Request fulfillment

**Answer: D**

**Explanation:**

**QUESTION NO: 106**

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

- A. Technical management
- B. IT operations management
- C. Request fulfillment
- D. Applications management

**Answer: B**

**Explanation:**

**QUESTION NO: 107**

Which of the following activities are performed by a service desk?

1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes

- A. All of the above
- B. 1, 2 and 3 only
- C. 2 and 4 only
- D. 3 and 4 only

**Answer: B**

**Explanation:**

**QUESTION NO: 108**

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users



**Answer: D**

**Explanation:**

**QUESTION NO: 109**

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

**Answer: A**

**Explanation:**

**QUESTION NO: 110**

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

- A. Return on investment (ROI), value on investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical success factors (CSFs), key performance indicators (KPIs), activities
- D. Technology, process and service

**Answer: D**

**Explanation:**

**QUESTION NO: 111**

Which of the following are classed as stakeholders in service management?

- 1. Customers
- 2. Users

3. Suppliers

- A. All of the above
- B. 1 and 3 only
- C. 1 and 2 only
- D. 2 and 3 only

**Answer: A**

**Explanation:**

**QUESTION NO: 112**

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier
- D. Administrator

**Answer: B**

**Explanation:**

**QUESTION NO: 113**

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request fulfilment
- B. Service portfolio management
- C. Service desk
- D. IT finance

**Answer: A**

**Explanation:**

**QUESTION NO: 114**

Which of the following is the best definition of service management?

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

**Answer: B**

**Explanation:**

**QUESTION NO: 115**

Which of the following CANNOT be provided by a tool?

- A. Knowledge
- B. Information
- C. Wisdom
- D. Data

**Answer: C**

**Explanation:**

**QUESTION NO: 116**

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

**Answer: D**

**Explanation:**

**QUESTION NO: 117**

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

**Answer: B**

**Explanation:**

**QUESTION NO: 118**

What is a RACI model used for?

- A. Performance analysis
- B. Recording configuration items
- C. Monitoring services
- D. Defining roles and responsibilities

**Answer: D**

**Explanation:**

**QUESTION NO: 119**

The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved
- B. Immediately after the change has failed and needs to be backed out
- C. After implementation but before the post implementation review
- D. After the post implementation review has identified a problem with the change

**Answer: A**

**Explanation:**

**QUESTION NO: 120**

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services
- B. It is mandatory that all changes are subject to design coordination activity
- C. Only changes to business critical systems
- D. Any change that the organization believes could benefit

**Answer: D**

**Explanation:**

**Topic 3, Volume C**

**QUESTION NO: 121**

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

**Answer: D**

**Explanation:**

**QUESTION NO: 122**

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated

- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

**Answer: D**

**Explanation:**

### **QUESTION NO: 123**

What are customers of IT services who work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

**Answer: D**

**Explanation:**

### **QUESTION NO: 124**

Access management is closely related to which other process?

- A. Capacity management only
- B. 3rd line support
- C. Information security management
- D. Change management

**Answer: C**

**Explanation:**

### **QUESTION NO: 125**

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

**Answer: B**

**Explanation:**

**QUESTION NO: 126**

Which of the following is the BEST reason for categorizing incidents?

- A. To establish trends for use in problem management and other IT service management (ITSM) activities
- B. To ensure service levels are met and breaches of agreements are avoided
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

**Answer: A**

**Explanation:**

**QUESTION NO: 127**

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. 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 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

**Answer: A**

**Explanation:**

**QUESTION NO: 128**

Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services

- A. All of the above
- B. 1 and 3 only
- C. 1 and 2 only
- D. 2 and 3 only

**Answer: A**

**Explanation:**

**QUESTION NO: 129**

Which of the following would be examined by a major problem review?

1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

**Answer: D**



**Explanation:**

**QUESTION NO: 130**

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware
- B. Describes how the configuration items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

**Answer: B**

**Explanation:**

**QUESTION NO: 131**

Which of the following are sources of best practice?

1. Academic research
2. Internal experience
3. Industry practices

- A. All of the above
- B. 1 and 3 only
- C. 1 and 2 only
- D. 2 and 3 only

**Answer: A**

**Explanation:**

**QUESTION NO: 132**

Which of these should a change model include?

1. The steps that should be taken to handle the change
2. Responsibilities; who should do what, including escalation
3. Timescales and thresholds for completion of the actions
4. Complaints procedures

- A. 1, 2 and 3 only
- B. All of the above
- C. 1 and 3 only
- D. 2 and 4 only

**Answer: A**

**Explanation:**

#### **QUESTION NO: 133**

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

**Answer: D**

**Explanation:**

#### **QUESTION NO: 134**

Which of the following statements about service asset and configuration management is/are CORRECT?

1. A configuration item (CI) can exist as part of any numbers other CIs at the same time
2. Choosing which CIs to record will depend on the level of control an organization wishes to exert.

- A. 1 only

- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: C**

**Explanation:**

**QUESTION NO: 135**

Which of the following are types of service defined in ITIL?

- 1. Enabling
- 2. Core
- 3. Enhancing
- 4. Computer

- A. 1, 3 and 4 only
- B. 2, 3 and 4 only
- C. 1, 2 and 4 only
- D. 1, 2 and 3 only

**Answer: D**

Reference:

[http://books.google.com.pk/books?id=xedemWEIspQC&pg=PA14&lpg=PA14&dq=ITIL+types+of+services+enabling+core+enhancing&source=bl&ots=BD\\_PYvN87y&sig=dZ6y0vHgkLbXPiHdG0fCvH\\_D9Eg&hl=en&sa=X&ei=qjQ-Ue3SO4SHParWgYAH&redir\\_esc=y#v=onepage&q=ITIL%20types%20of%20services%20enabling%20core%20enhancing&f=false](http://books.google.com.pk/books?id=xedemWEIspQC&pg=PA14&lpg=PA14&dq=ITIL+types+of+services+enabling+core+enhancing&source=bl&ots=BD_PYvN87y&sig=dZ6y0vHgkLbXPiHdG0fCvH_D9Eg&hl=en&sa=X&ei=qjQ-Ue3SO4SHParWgYAH&redir_esc=y#v=onepage&q=ITIL%20types%20of%20services%20enabling%20core%20enhancing&f=false)

**QUESTION NO: 136**

In which of the following should details of a workaround be documented?

- A. The service level agreement (SLA)
- B. The problem record
- C. The availability management information system
- D. The IT service plan

**Answer: B**

**Explanation:**

**QUESTION NO: 137**

Which one of the following is NOT a characteristic of a process?

- A. It is measureable
- B. It delivers specific results
- C. It responds to specific events
- D. It structure an organization

**Answer: D**

**Explanation:**

**QUESTION NO: 138**

Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?

- A. To ensure that a service managed and operated accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

**Answer: B**

**Explanation:**

**QUESTION NO: 139**

Which of the following BEST describes technical management?

- A. A function responsibilities for facilities management and building control systems
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsibilities for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT

infrastructure

**Answer: D**

**Explanation:**

**QUESTION NO: 140**

Which of the following is not a service desk type recognized in the service operation volume of ITIL?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

**Answer: C**

**Explanation:**

**QUESTION NO: 141**

What is the primary focus of the business management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer: D**

Reference:

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&ved=0CE0QFjAE&url=http%3A%2F%2Fregions.cmg.org%2Fregions%2Frmcmg%2F2010Fall%2FCMG%2520CM%2C%2520DM%2C%2520and%2520PE%2520Integration.ppt&ei=c0A-Uc7eDMeqO9ibgOAN&usg=AFQjCNFgdYh4ouidwk-Zlw-9Nk1pmXJRtw&bvm=bv.43287494,d.ZWU> (slide 3)

**QUESTION NO: 142**

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Change management
- B. IT service continuity management
- C. Financial management for IT services
- D. Service catalog management

**Answer: B**

Reference: [http://wiki.en.it-processmaps.com/index.php/ITIL\\_V3\\_Service\\_Design](http://wiki.en.it-processmaps.com/index.php/ITIL_V3_Service_Design) (See IT service continuity management)

**QUESTION NO: 143**

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

**Answer: A**

**Explanation:**

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

**QUESTION NO: 144**

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management

- B. Event management
- C. Service catalogue management
- D. Problem management

**Answer: B**

**Explanation:**

**QUESTION NO: 145**

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

**Answer: A**

**Explanation:**

**QUESTION NO: 146**

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

**Answer: D**

**Explanation:**

**QUESTION NO: 147**

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated

- B. Measures for optimization are identified
- C. Service value is modeled
- D. Service value is visible to customers

**Answer: D**

**Explanation:**

**QUESTION NO: 148**

Which one of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

**Answer: D**

**Explanation:**

**QUESTION NO: 149**

Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

**Answer: B**

**Explanation:**

**QUESTION NO: 150**

Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)



- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

**Answer: B**

**Explanation:**

**QUESTION NO: 151**

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

- A. To ensure that a service can be managed and operated in accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

**Answer: B**

**Explanation:**

**QUESTION NO: 152**

Which of the following are managed by facilities management?

- 1. Hardware within a data centre or computer room
- 2. Applications
- 3. Power and cooling equipment
- 4. Recovery sites

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 3 and 4 only
- D. 1 and 3 only

**Answer: C**

**Explanation:**

**QUESTION NO: 153**

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

**Answer: A**

**Explanation:**

**QUESTION NO: 154**

Which areas of service management can benefit from automation?

1. Design and modeling
2. Reporting
3. Pattern recognition and analysis
4. Detection and monitoring

- A. 1, 2 and 3 only
- B. 1, 3 and 4 only
- C. 2, 3 and 4 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 155**

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process

- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

**Answer: C**

**Explanation:**

**QUESTION NO: 156**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 157**

Which one of the following is an objective of release and deployment management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To ensure that the overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

**Answer: D**

**Explanation:**

**QUESTION NO: 158**

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system

- C. The configuration management system is part of the service knowledge management system
- D. The configuration management system is part of the configuration management database

**Answer: C**

**Explanation:**

**QUESTION NO: 159**

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

**Answer: C**

**Explanation:**

**QUESTION NO: 160**

Which of the following should IT service continuity strategy be based on?

- 1. Design of the service metrics
- 2. Business continuity strategy
- 3. Business impact analysis (BIA)
- 4. Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer: C**

**Explanation:**

**QUESTION NO: 161**

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

**Answer: A**

**Explanation:**

**QUESTION NO: 162**

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

**Answer: B**

**Explanation:**

**QUESTION NO: 163**

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 minimize the impact of service outages on day-to-day business activities
- D. To plan and manage entries in the service catalogue

**Answer: B**

**Explanation:**

**QUESTION NO: 164**

Which one of the following is the BEST definition of an event?

- A. Any change of state that has significance for the management of a configuration item (CI) or IT service
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

**Answer: A**

**Explanation:**

#### **QUESTION NO: 165**

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes which will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

**Answer: D**

**Explanation:**

#### **QUESTION NO: 166**

Which one of the following is the BEST description of a major incident?

- A. An incident which is so complex that it requires root cause analysis before a workaround can be found
- B. An incident which requires a large number of people to resolve
- C. An incident logged by a senior manager
- D. An incident which has a high priority or a high impact on the business

**Answer: D**

**Explanation:**

#### **QUESTION NO: 167**

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

1. Monitoring system availability
2. Designing availability into a proposed solution

- A. None of the above
- B. Both of the above
- C. 1 only
- D. 2 only

**Answer: D**

**Explanation:**

**QUESTION NO: 168**

Which one of the following would NOT involve event management?

- A. Intrusion detection
- B. Recording and monitoring environmental conditions in the data centre
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

**Answer: C**

Reference: [http://wiki.en.it-processmaps.com/index.php/Event\\_Management](http://wiki.en.it-processmaps.com/index.php/Event_Management)

**QUESTION NO: 169**

The multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

**Answer: D**

**Explanation:**

**QUESTION NO: 170**

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

**Answer: A**

**Explanation:**

**QUESTION NO: 171**

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

- A. Service level management
- B. Change management
- C. Incident management
- D. Service asset and configuration management

**Answer: D**

**Explanation:**

**QUESTION NO: 172**

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

**Answer: D**

**Explanation:**



**QUESTION NO: 173**

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

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

**Answer: D**

**Explanation:**

**QUESTION NO: 174**

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1. Providing an understanding of what strategy is
2. Ensuring a working relationship between the customer and service provider
3. Defining how value is created

- A. 1 only
- B. 2 only
- C. 3 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 175**

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. Both of the above
- B. Neither of the above
- C. Option 1 only
- D. Option 2 only

**Answer: A**

**Explanation:**

**QUESTION NO: 176**

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

**Answer: D**

**Explanation:**

**QUESTION NO: 177**

Which one of the following activities would be performed by access management?

- A. Providing physical security for staff at data centers and other buildings
- B. Managing access to computer rooms and other secure locations
- C. Managing access to the service desk
- D. Managing the rights to use a service or group of services

**Answer: D**

**Explanation:**

**QUESTION NO: 178**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

**Answer: A**

**Explanation:**

#### **QUESTION NO: 179**

Which of the following activities are performed by a desk?

- 1. Logging details of incidents and service requests
- 2. Providing first-line investigation and diagnosis
- 3. Restoring service
- 4. Implementing all standard changes

- A. All of the above
- B. 1, 2 and 3 only
- C. 2 and 4 only
- D. 3 and 4 only

**Answer: B**

**Explanation:**

#### **QUESTION NO: 180**

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

**Answer: A**

**Explanation:**

**Topic 4, Volume D**

**QUESTION NO: 181**

Which of the following are within the scope of service asset and configuration management?

1. Identification of configuration items (CIs)
2. Recording relationships between CIs
3. Recording and control of virtual CIs
4. Approving finance for the purchase of software to support service asset and configuration management

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 2 and 4 only
- D. 3 and 4 only

**Answer: A**

**Explanation:**

**QUESTION NO: 182**

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

**Answer: C**

**Explanation:**

**QUESTION NO: 183**

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

**Answer: B**

**Explanation:**

**QUESTION NO: 184**

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management
- B. Financial management
- C. Demand management
- D. Risk management

**Answer: B**

**Explanation:**

**QUESTION NO: 185**

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

- A. The SLA covers one service, for all the customers of that service
- B. The SLA covers an individual customer group for all services they use
- C. An SLA that covers all customers for all services
- D. An SLA for a service with no customers

**Answer: A**

**Explanation:**

**QUESTION NO: 186**

Which of the following is NOT a source of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

**Answer: B**

**Explanation:**

**QUESTION NO: 187**

What is a service delivered between two business units in the same organization known as?

- A. Strategic service
- B. Delivered service
- C. Internal service
- D. External service

**Answer: C**

**Explanation:**

**QUESTION NO: 188**

What is the act of transforming resources and capabilities into valuable service better known as?

- A. Service management
- B. Incident management
- C. Resource management
- D. Service support

**Answer: A**

**Explanation:**

**QUESTION NO: 189**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 190**

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require
- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

**Answer: A**

**Explanation:**

**QUESTION NO: 191**

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

**Answer: C**

**Explanation:**

**QUESTION NO: 192**

Which of the following identifies the purpose of design coordination?

- A.** Provide a single point of control for all activities and processes within the service design stage of the lifecycle
- B.** Ensuring all service designs have availability designed into them
- C.** Designing of all the links between every service design process and all other processes in the service lifecycle
- D.** Control of all supplier relationships from design right through to the production environment

**Answer: A**

**Explanation:**

**QUESTION NO: 193**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 194**

Which of the following activities would be performed by a process manager?

1. Monitoring and reporting on process performance
2. Identifying improvement opportunities
3. Appointing people to required roles

**A.** All of the above



- B. 1 and 3 only
- C. 1 and 2 only
- D. 2 and 3 only

**Answer: A**

**Explanation:**

**QUESTION NO: 195**

Which role is accountable for the operational management of a process?

- A. Process practitioner
- B. Process manager
- C. Service manager
- D. Change manager

**Answer: B**

**Explanation:**

**QUESTION NO: 196**

Which of the following statements is CORRECT for every process?

- 1. It delivers its primary results to a customer or stakeholder
- 2. It defines activities that are executed by a single function

- A. Both of the above
- B. 1 only
- C. Neither of the above
- D. 2 only

**Answer: B**

**Explanation:**

**QUESTION NO: 197**

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. Both of the above
- C. 2 only
- D. Neither of the above

**Answer: B**

**Explanation:**

**QUESTION NO: 198**

Which of the following is NOT an objective of request fulfillment?

- A. To provide information to users about what services are available and how to request them
- B. To update the service catalogue with services that may be requested through the service desk
- C. To provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

**Answer: B**

**Explanation:**

**QUESTION NO: 199**

Which process would you MOST expect to be involved in the management of underpinning contracts?

- A. Change management
- B. Service catalogue management
- C. Supplier management
- D. Release and deployment management

**Answer: C**

**Explanation:**

**QUESTION NO: 200**

Which of the following are valid parts of the service portfolio?

1. Service pipeline
2. Service knowledge management system (SKMS)
3. Service catalogue

- A.** 1 and 2 only  
**B.** 3 only  
**C.** 1 and 3 only  
**D.** All of the above

**Answer: C**

**Explanation:**

**QUESTION NO: 201**

A Service design package (SDP) would normally be produced for which of the following?

1. A new IT service
2. A major change to an IT service
3. An emergency change to an IT service
4. An IT service retirement

- A.** 2, 3 and 4 only  
**B.** 1, 2 and 4 only  
**C.** None of the above  
**D.** All of the above

**Answer: B**

**Explanation:**

**QUESTION NO: 202**

Which of the following are benefits to the business of implementing service transition?

1. Better reuse and sharing of assets across projects and resources

- 2. Reduced cost to design new services
- 3. Result in higher volume of successful changes

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. None of the above

**Answer: C**

**Explanation:**

**QUESTION NO: 203**

Which of the following processes are performed by the service desk?

- 1. Capacity management
- 2. Request fulfillment
- 3. Demand management
- 4. Incident management

- A. All of the above
- B. 3 and 4 only
- C. 2 and 4 only
- D. 2 only

**Answer: C**

**Explanation:**

**QUESTION NO: 204**

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

**Answer: B**

**Explanation:**

**QUESTION NO: 205**

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the service desk can be logged
- C. All incidents must be fully logged
- D. The service desk decide which incidents to log

**Answer: C**

**Explanation:**

**QUESTION NO: 206**

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Answer: A**

**Explanation:**

**QUESTION NO: 207**

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

**Answer: B**

**Explanation:**

**QUESTION NO: 208**

What are the categories of events described in the ITIL service operation book?

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

**Answer: C**

**Explanation:**

**QUESTION NO: 209**

Which of the following is the BEST description of a centralized service desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

**Answer: D**

**Explanation:**

**QUESTION NO: 210**

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- A. A capacity database
- B. A definitive media library
- C. A request for change
- D. A known error database

**Answer: D**

**Explanation:**

**QUESTION NO: 211**

Which of the following would NOT be contained in a release policy?

- A. Naming and numbering conventions
- B. Entry and exit criteria of the release into testing
- C. Roles and responsibilities for the release
- D. The risk register for the release

**Answer: D**

**Explanation:**

**QUESTION NO: 212**

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

**Answer: B**

**Explanation:**

**QUESTION NO: 213**

What type of record should you raise when a problem diagnosis is complete and a workaround is available?

- A. A service object
- B. An incident
- C. A change
- D. A known error

**Answer: D**

**Explanation:**

**QUESTION NO: 214**

Which two elements of financial management for IT services are mandatory?

- A. Budgeting and charging
- B. Accounting and charging
- C. Budgeting and accounting
- D. Costing and charging

**Answer: C**

**Explanation:**

**QUESTION NO: 215**

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer: D**

**Explanation:**

**QUESTION NO: 216**

Which statement about the service portfolio is TRUE?

- A. The service portfolio includes all services except those managed by third parties
- B. It is an integral part of the service catalogue
- C. It allows the organization unlimited resources when planning for new service deployments
- D. It represents all resources presently engaged or being released in various stages of the service



lifecycle

**Answer: D**

Reference: [http://docs.livetime.com/LiveTime61/ServiceManager/service\\_portfolio\\_management.htm](http://docs.livetime.com/LiveTime61/ServiceManager/service_portfolio_management.htm) (Second para)

**QUESTION NO: 217**

Which of the following statements describes the objectives of service asset and configuration management?

1. To identify, control, report and verify service assets and configuration items (CIs)
2. To account for, manage and protect the integrity of service assets and configuration items
3. To establish and maintain an accurate and complete configuration management system
4. To document all security controls together with their operation and maintenance

- A.** 1 and 2 only  
**B.** 1, 2, and 3 only  
**C.** 1, 3 and 4 only  
**D.** All of the above

**Answer: A**

Reference: [http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicetransition/service\\_asset/ITIL\\_guide%20to%20SA%20and%20CM%20management%20pdf](http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicetransition/service_asset/ITIL_guide%20to%20SA%20and%20CM%20management%20pdf) (see 'The purpose and objectives of service asset and configuration management; first and second bullet)

**QUESTION NO: 218**

Which stage of the change management process deals with what should be done if the change is unsuccessful?

- A.** Remediation planning  
**B.** Categorization  
**C.** Prioritization  
**D.** Review and close

**Answer: A**

**Explanation:**

**QUESTION NO: 219**

Which of the following is MOST concerned with the design of new or changed services?

- A. Change management
- B. Service transition
- C. Service strategy
- D. Service design

**Answer: D**

**Explanation:**

**QUESTION NO: 220**

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. 2only
- C. Both of the above
- D. Neither of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 221**

Which of the following statement about the service owner is INCORRECT?

- A. Carries out the day-to-day monitoring and operation of the service they own
- B. Contributes to continual improvement affecting the service they own
- C. Is a stakeholder in all of the IT processes which support the service they own

D. Is accountable for a specific service within an organization

**Answer: A**

**Explanation:**

**QUESTION NO: 222**

Which Functions are included in IT operations management?

- A. Network management and application management
- B. Technical management and change management
- C. IT operations control and facilities management
- D. Facilities management and release management

**Answer: C**

**Explanation:**

**QUESTION NO: 223**

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

- A. Availability management
- B. Capacity management
- C. Business relationship management
- D. Service catalogue management

**Answer: C**

**Explanation:**

**QUESTION NO: 224**

The definitive media library is the responsibility of:

- A. Facilities management
- B. Access management
- C. Request fulfillment
- D. Service asset and configuration management

**Answer: D**

**Explanation:**

**QUESTION NO: 225**

What are the three service provider business models?

- A. Internal service provider, outsourced 3rd party and off-shore party
- B. Internal service operations provider, external service operations provider, shared service unit
- C. Internal service provider, external service provider, outsourced 3rd party
- D. Internal service provider, external service provider, shared service unit

**Answer: D**

**Explanation:**

**QUESTION NO: 226**

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services are included
- B. All changes are mandated to be included
- C. Only changes to business critical systems are included
- D. Any changes that would benefit the organization are included

**Answer: D**

**Explanation:**

**QUESTION NO: 227**

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

1. Details of failed changes
2. Updates to the change schedule
3. Reviews of completed changes

- A. All of the above
- B. 1 and 2 only
- C. 2 and 3 only
- D. 1 and 3 only

**Answer: A**

**Explanation:**

**QUESTION NO: 228**

Which of the following are types of service defined in ITIL?

- 1. Core
- 2. Enabling
- 3. Special

- A. 1 and 3 only
- B. All of the above
- C. 1 and 2 only
- D. 2 and 3 only

**Answer: C**

**Explanation:**

**QUESTION NO: 229**

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

**Answer: B**

**Explanation:**

**QUESTION NO: 230**

Which of the following can include steps that will help to resolve an incident?

1. Incident model
2. Known error record

- A.** 1 only  
**B.** 2 only  
**C.** Both of the above  
**D.** Neither of the above

**Answer: C**

**Explanation:**

**QUESTION NO: 231**

Which types of communication would the functions within service operation use?

1. Communication between data centre shifts
2. Communication related to changes
3. Performance reporting
4. Routine operational communication

- A.** 1 only  
**B.** 2 and 3 only  
**C.** 1, 2 and 4 only  
**D.** All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 232**

Where would all the possible service improvement opportunities be recorded?

- A.** CSI register

- B. Known error database
- C. Capacity management information system
- D. Configuration management database

**Answer: A**

**Explanation:**

**QUESTION NO: 233**

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

**Answer: D**

**Explanation:**

**QUESTION NO: 234**

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

- A. Service strategy
- B. Service transition
- C. Service operation
- D. Continual service improvement

**Answer: C**

**Explanation:**

**QUESTION NO: 235**

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed

- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

**Answer: B**

**Explanation:**

**QUESTION NO: 236**

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations
- B. They are measurable
- C. They deliver specific results
- D. They respond to specific events

**Answer: A**

**Explanation:**

**QUESTION NO: 237**

Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"?

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

**Answer: B**

**Explanation:**

**QUESTION NO: 238**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 239**

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

**Answer: A**

**Explanation:**

**QUESTION NO: 240**

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

**Answer: A**

**Explanation:**

**Topic 5, Volume E**

**QUESTION NO: 241**

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

**Answer: A**

**Explanation:**

**QUESTION NO: 242**

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A. Service Transition
- B. Service Design
- C. Service Strategy
- D. Service Operation

**Answer: B**

**Explanation:**

**QUESTION NO: 243**

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

**Answer: B**

**Explanation:**

**QUESTION NO: 244**

Which of the following statements is INCORRECT?

- A. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- B. The SKMS is part of the Configuration Management System (CMS)
- C. The SKMS can include data on the performance of the organization
- D. The SKMS can include user skill levels

**Answer: B**

**Explanation:**

**QUESTION NO: 245**

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Services and Infrastructure
- B. Applications and Infrastructure
- C. Resources and Capabilities
- D. Utility and Warranty

**Answer: C**

**Explanation:**

**QUESTION NO: 246**

Which is the correct combination of Service Management terms across the Lifecycle?

Exhibit 1	
1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

- A. 1A, 2B, 3C, 4D
- B. 1C, 2D, 3A, 4B
- C. 1C, 2B, 3A, 4D
- D. 1B, 2C, 3D, 4A

**Answer: C**

**Explanation:**

**QUESTION NO: 247**

A plan for managing the end of a supplier contract should be created when?

- A. The contract is being negotiated
- B. The contract is about to be ended
- C. The Supplier Manager decides that there is a risk the contract might need to end soon
- D. The contract has been agreed

**Answer: A**

**Explanation:**

**QUESTION NO: 248**

Which of the following sentences BEST describes a Standard Change?

- A. A change to the service provider's established policies and guidelines
- B. A pre-authorized change that has an accepted and established procedure
- C. A change that is made as the result of an audit
- D. A change that correctly follows the required change process

**Answer: B**

**Explanation:**

**QUESTION NO: 249**

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

**Answer: C**

**Explanation:**

**QUESTION NO: 250**

Which of the following models would be MOST useful in helping to define an organizational structure?

- A. RACI model
- B. Service Model
- C. Continual Service improvement (CSI) model.
- D. The Deming Cycle

**Answer: A**

**Explanation:**

**QUESTION NO: 251**

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
- C. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- D. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries

**Answer: C**

**Explanation:**

**QUESTION NO: 252**

Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

- A. 3 only
- B. 1 only
- C. 2 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 253**

Effective release and deployment management enables the service provider to add value to the business by?

- A. Ensuring that all assets are accounted for
- B. Ensures that the fastest servers are purchased
- C. Delivering change, faster and at optimum cost and minimized risk
- D. Verifying the accuracy of all items in the configuration management database

**Answer: C**

**Explanation:**

**QUESTION NO: 254**

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
- C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- D. The entire cycle should be repeated multiple times to implement Continual Improvement

**Answer: D**

**Explanation:**

**QUESTION NO: 255**

Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did

we get there?"

- A. Service Strategy
- B. Service Design
- C. Service Operation
- D. Service Transition

**Answer: C**

**Explanation:**

#### **QUESTION NO: 256**

Which of the following are responsibilities of a Service Level Manager?

1. Agreeing targets in Service Level Agreements
2. Designing the service so it can meet the targets
3. Ensuring all needed contracts and agreements are in place

- A. 1 and 3 only
- B. All of the above
- C. 2 and 3 only
- D. 1 and 2 only

**Answer: A**

**Explanation:**

#### **QUESTION NO: 257**

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
- B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
- C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst;

Configuration control board; CMS/tools Administrator; Financial Asset Manager

**Answer: B**

**Explanation:**

**QUESTION NO: 258**

In many organizations the role of Incident Manager is assigned to the Service Desk.

It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through 1st and 2nd line
- B. Only manage Incidents effectively through the 1st line
- C. Only manage Incidents effectively at the 3rd line
- D. Manage Incidents effectively through 1st, 2nd and 3rd line

**Answer: D**

**Explanation:**

**QUESTION NO: 259**

Which of the following statements is CORRECT?

- A. The CMS is part of the Configuration Management Data Base (CMDB)
- B. The KEDB and the CMS form part of the larger SKMS
- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

**Answer: B**

**Explanation:**

**QUESTION NO: 260**

The MAIN purpose of the Service Portfolio is to describe services in terms of?

- A. Business Value
- B. Functionality
- C. IT Assets



**D. Service Level Requirements****Answer: A****Explanation:****QUESTION NO: 261**

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

- A.** Whether to buy an application or build it
- B.** Should application development be outsourced
- C.** Who the vendor of the storage devices will be
- D.** Where the vendor of an application is located

**Answer: A****Explanation:****QUESTION NO: 262**

What is the entry point or the first level of the V model?

- A.** Service Solution
- B.** Customer / Business Needs
- C.** Service Release
- D.** Service Requirements

**Answer: B****Explanation:****QUESTION NO: 263**

What is the entry point or the first level of the V model?

- A.** Customer / Business Needs
- B.** Service Release
- C.** Service Requirements
- D.** Service Solution

**Answer: A**

**Explanation:**

**QUESTION NO: 264**

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place
- C. Ensure delivery and support of a service
- D. Ensure service Key Performance Indicators (KPIs) are reported

**Answer: C**

**Explanation:**

**QUESTION NO: 265**

Which of the following are Service Desk organizational structures?

- 1. Local Service Desk
- 2. Virtual Service Desk
- 3. IT Help Desk
- 4. Follow the Sun

- A. 2, 3 and 4 only
- B. 1, 2 and 4 only
- C. 1, 2 and 3 only
- D. 1, 3 and 4 only

**Answer: B**

**Explanation:**

**QUESTION NO: 266**

Which of the following CANNOT be stored and managed by a tool?

- A. Data
- B. Knowledge
- C. Wisdom
- D. Information

**Answer: C**

**Explanation:**

**QUESTION NO: 267**

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Incident Management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Access management

**Answer: B**

**Explanation:**

**QUESTION NO: 268**

Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
  2. All of the phases of the lifecycle are concerned with the value of IT services
- A. Both of the above
  - B. Neither of the above
  - C. 2 only
  - D. 1 only

**Answer: C**

**Explanation:**

**QUESTION NO: 269**

Which of the following is NOT an aim of the Change Management process?

- A. Overall business risk is optimized
- B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- C. All budgets and expenditures are accounted for
- D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

**Answer: C**

**Explanation:**

#### **QUESTION NO: 270**

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

**Answer: C**

**Explanation:**

#### **QUESTION NO: 271**

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

**Answer: D**

**Explanation:**

#### **QUESTION NO: 272**

Which of the following is the BEST definition of an Incident?

- A. Loss of ability to operate to specification, or to deliver the required output
- B. A change of state which has significance for the management of a Configuration Item or IT Service
- C. A warning that a threshold has been reached, something has changed, or a failure has occurred
- D. An unplanned interruption to an IT service or reduction in the quality of an IT service

**Answer: D**

**Explanation:**

#### **QUESTION NO: 273**

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements
- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

**Answer: C**

**Explanation:**

#### **QUESTION NO: 274**

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Access management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Incident Management

**Answer: B**

**Explanation:**

#### **QUESTION NO: 275**

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

**Answer: C**

**Explanation:**

**QUESTION NO: 276**

Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

- A. Business Objectives, IT Objectives, Process Metrics
- B. Process Models, Goals and Objectives
- C. Vision and Strategy, Tactical Goals and Operational Goals
- D. Business and IT Strategy and Process Definitions

**Answer: C**

**Explanation:**

**QUESTION NO: 277**

What is the definition of an Alert?

- A. An error message to the user of an application
- B. A warning that a threshold has been reached or that something has changed
- C. A type of Incident
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

**Answer: B**

**Explanation:**

**QUESTION NO: 278**

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A.** The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
- B.** Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C.** Provision of information used to compare actual performance against design standards
- D.** Provision of information to users and customers about the availability of services and the procedure for obtaining them

**Answer: C**

**Explanation:**

**QUESTION NO: 279**

Which of the following CANNOT be stored and managed by a tool?

- A.** Data
- B.** Wisdom
- C.** Information
- D.** Knowledge

**Answer: B**

**Explanation:**

**QUESTION NO: 280**

Which process would you MOST expect to be involved in the management of Underpinning Contracts?

- A.** IT Designer/Architect
- B.** Process Manager
- C.** Service Catalogue Manager
- D.** Supplier Manager

**Answer: D**

**Explanation:**

**QUESTION NO: 281**

Which of the following is NOT the responsibility of Service Catalogue Management?

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that information within the Service Pipeline is accurate

**Answer: D**

**Explanation:**

#### **QUESTION NO: 282**

The difference between service metrics and technology metrics is BEST described as?

- A. Service metrics measure the end to end service; Technology metrics measure individual components
- B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
- C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
- D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

**Answer: A**

**Explanation:**

#### **QUESTION NO: 283**

Which of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

**Answer: D**

**Explanation:**

#### **QUESTION NO: 284**



Which of the following is the BEST definition of an Incident?

- A.** A warning that a threshold has been reached, something has changed, or a failure has occurred
- B.** An unplanned interruption to an IT service or reduction in the quality of an IT service
- C.** A change of state which has significance for the management of a Configuration Item or IT Service
- D.** Loss of ability to operate to specification, or to deliver the required output

**Answer: B**

**Explanation:**

#### **QUESTION NO: 285**

Which of the following statements about processes is INCORRECT?

- A.** The output from a process has to conform to operational norms derived from business objectives
- B.** The objective of any IT process should be expressed in terms of business benefits and goals
- C.** A process may define policies, standards and guidelines
- D.** The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

**Answer: D**

**Explanation:**

#### **QUESTION NO: 286**

Which of the following statements about processes is INCORRECT?

- A.** The output from a process has to conform to operational norms derived from business objectives
- B.** The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- C.** The objective of any IT process should be expressed in terms of business benefits and goals
- D.** A process may define policies, standards and guidelines

**Answer: B**

**Explanation:**

**QUESTION NO: 287**

A Service Level Agreement is?

- A. The part of a contract that specifies responsibilities of each party
- B. An agreement between the Service Provider and their customer
- C. An agreement between a Service Provider and an external supplier
- D. An agreement between the Service Provider and an internal organization

**Answer: B**

**Explanation:**

**QUESTION NO: 288**

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Requirements, resources and capabilities needed and agreed
- B. Only requirements needed and agreed
- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

**Answer: A**

**Explanation:**

**QUESTION NO: 289**

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Service Desk Manager
- B. The Service Manager
- C. The Request Fulfillment Process Manager
- D. The Request Fulfillment Process Owner

**Answer: D**

**Explanation:**

**QUESTION NO: 290**

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on responsiveness
- C. Vendor focused
- D. Extreme internal focus

**Answer: D**

**Explanation:**

**QUESTION NO: 291**

Which is the first step in the 7 Step Improvement Process?

- A. Where are we now?
- B. Identify gaps in Service Level Agreement (SLA) achievement
- C. Prepare for action
- D. Define what you should measure

**Answer: D**

**Explanation:**

**QUESTION NO: 292**

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Request Fulfillment Process Manager
- B. The Request Fulfillment Process Owner
- C. The Service Manager
- D. The Service Desk Manager

**Answer: B**

**Explanation:**

**QUESTION NO: 293**

Which of these is NOT a responsibility of Application Management?

- A. Ensuring that the correct skills are available to manage the infrastructure
- B. Providing guidance to IT Operations about how best to manage the application
- C. Deciding whether to buy or build an application
- D. Assisting in the design of the application

**Answer: A**

**Explanation:**

**QUESTION NO: 294**

Which is the first step in the 7 Step Improvement Process?

- A. Prepare for action
- B. Define what you should measure
- C. Identify gaps in Service Level Agreement (SLA) achievement
- D. Where are we now?

**Answer: B**

**Explanation:**

**QUESTION NO: 295**

What is the definition of an Alert?

- A. A type of Incident
- B. A warning that a threshold has been reached or that something has changed
- C. An error message to the user of an application
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

**Answer: B**

**Explanation:**

**QUESTION NO: 296**

To add value to the business, what are the four reasons to monitor and measure?

- A. Evaluate; Diagnose; Justify; Intervene
- B. Validate; Direct; Justify; Improve
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

**Answer: C**

**Explanation:**

**QUESTION NO: 297**

In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

- A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
- B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
- C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
- D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

**Answer: D**

**Explanation:**

**QUESTION NO: 298**

Which of the following CANNOT be stored and managed by a tool?

- A. Knowledge
- B. Data
- C. Information
- D. Wisdom

**Answer: D**

**Explanation:**

**QUESTION NO: 299**

Major Incidents require:

- A. Less documentation
- B. Longer timescales
- C. Less urgency
- D. Separate procedures

**Answer: D**

**Explanation:**

**QUESTION NO: 300**

Which of the following is concerned with fairness and transparency?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

**Answer: B**

**Explanation:**

**Topic 6, Volume F**

**QUESTION NO: 301**

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
- B. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- C. Produce and maintain all necessary Service Transition packages
- D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

**Answer: C**

**Explanation:**

**QUESTION NO: 302**

Contracts relating to an outsourced Data Centre would be managed by?

- A. Service Desk
- B. IT Operations Control
- C. Technical Management
- D. Facilities Management

**Answer: D**

**Explanation:**

**QUESTION NO: 303**

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

- A. Excessive focus on quality
- B. Excessively reactive
- C. Excessively proactive
- D. Excessive focus on cost

**Answer: D**

**Explanation:**

**QUESTION NO: 304**

What is the definition of an Alert?

- A. An error message to the user of an application
- B. An audit report that indicates areas where IT is not performing according to agreed procedures
- C. A warning that a threshold has been reached or that something has changed
- D. A type of Incident

**Answer: C**

**Explanation:**

**QUESTION NO: 305**

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- A. Functions and Processes
- B. Markets and Customers
- C. Applications and Infrastructure
- D. People, products and technology

**Answer: A**

**Explanation:**

**QUESTION NO: 306**

How is the Service Catalogue used to add value to the service provider organization?

- A. Providing a central source of information on the IT services delivered
- B. Showing the business impact of a change
- C. Displaying the relationships between configuration items
- D. To predict the root cause of issues in the IT infrastructure

**Answer: A**

**Explanation:**

**QUESTION NO: 307**

Which of the following is the goal or purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

**Answer: D**

**Explanation:**



**QUESTION NO: 308**

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Access Management
- B. Incident Management
- C. Request Fulfillment
- D. Change Management

**Answer: A**

**Explanation:**

**QUESTION NO: 309**

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

**Answer: A**

**Explanation:**

**QUESTION NO: 310**

Which Function would provide staff to monitor events in a Network Operations Centre?

- A. IT Operations Management
- B. Applications Management
- C. Service Desk
- D. Technical Management

**Answer: A**

**Explanation:**

**QUESTION NO: 311**

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of contracts.
- B. Development, negotiation and agreement of Organizational Level Agreements
- C. Development, negotiation and agreement of Service Level Agreements.
- D. Development, negotiation and agreement of Service Portfolio

**Answer: A**

**Explanation:**

**QUESTION NO: 312**

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

**Answer: B**

**Explanation:**

**QUESTION NO: 313**

Which of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

**Answer: D**

**Explanation:**

**QUESTION NO: 314**

Which Function would provide staff to monitor events in an Operations Bridge?

- A. Applications Management
- B. Service Desk
- C. Technical Management
- D. IT Operations Management

**Answer: C**

**Explanation:**

**QUESTION NO: 315**

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- D. An SLA is with an external customer, an OLA is with an internal customer

**Answer: A**

**Explanation:**

**QUESTION NO: 316**

Which of the following is one of the primary objectives of Service Strategy?

- A. To design and build processes that will meet business needs
- B. To provide detailed specifications for the design of IT services
- C. To transform Service Management into a strategic asset
- D. To underscore the importance of services in the global economy

**Answer: B**

**Explanation:**

**QUESTION NO: 317**

Which of the following statements about communication within Service Operation are CORRECT?

1. All communication must have an intended purpose or resultant action
2. Communication should not take place without a clear audience

- A. 1 only
- B. 2 only
- C. Both of the above
- D. None of the above

**Answer: C**

**Explanation:**

#### **QUESTION NO: 318**

Access Management is closely related to which other processes?

- A. Availability Management only
- B. Information Security Management and 3rd line support
- C. Information Security Management and Availability Management
- D. Information Security Management only

**Answer: C**

**Explanation:**

#### **QUESTION NO: 319**

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

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Event Management

**Answer: B**

**Explanation:**

**QUESTION NO: 320**

Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

- A. Technology, Customer, User
- B. Corporate, Customer, Service
- C. Corporate, Customer, Technology
- D. Service, User, IT

**Answer: B**

**Explanation:**

**QUESTION NO: 321**

Match the following activities with the Deming Cycle stages

- 1. Monitor, Measure and Review
- 2. Continual Improvement
- 3. Implement Initiatives
- 4. Plan for Improvement

- A. 1 Plan, 2 Do, 3 Check, 4 Act
- B. 3 Plan, 2 Do, 4 Check, 1 Act
- C. 4 Plan, 3 Do, 1 Check, 2 Act
- D. 2 Plan, 3 Do, 4 Check, 1 Act

**Answer: C**

**Explanation:**

**QUESTION NO: 322**

Which of the following is NOT a responsibility of service transition?

- A. To ensure that a service can be managed, operated and supported within constraints specified by design
- B. To design and develop capabilities for service management
- C. To provide quality knowledge of change and release and deployment management

**D.** To plan the resource requirements to manage a release

**Answer: B**

**Explanation:**

**QUESTION NO: 323**

Which of the following does the Availability Management process include?

1. Ensuring services are able to meet availability targets
2. Monitoring and reporting actual availability
3. Improvement activities, to ensure that services continue to meet or exceed their availability goals

- A.** 1 only  
**B.** All of the above  
**C.** 1 and 2 only  
**D.** 1 and 3 only

**Answer: B**

**Explanation:**

**QUESTION NO: 324**

In which of the following situations should a Problem Record be created?

- A.** An event indicates that a redundant network segment has failed but it has not impacted any users  
**B.** An Incident is passed to second-level support  
**C.** A Technical Management team identifies a permanent resolution to a number of recurring Incidents  
**D.** Incident Management has found a workaround but needs some assistance in implementing it

**Answer: C**

**Explanation:**

**QUESTION NO: 325**

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

- A. Service Transition
- B. Risk Management
- C. IT Service Continuity Management
- D. Availability Management

**Answer: A**

**Explanation:**

**QUESTION NO: 326**

Which of the following defines the level of protection in Information Security Management?

- A. The IT Executive
- B. The ISO27001 Standard
- C. The Business
- D. The Service Level Manager

**Answer: C**

**Explanation:**

**QUESTION NO: 327**

Which of these would fall outside the scope of a typical service change management process?

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

**Answer: D**

**Explanation:**

**QUESTION NO: 328**

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1. Progress
2. Effectiveness
3. Efficiency
4. ?

- A. Cost
- B. Conformance
- C. Compliance
- D. Capacity

**Answer: C**

**Explanation:**

**QUESTION NO: 329**

What is the objective of Access Management?

- A. To provide security staff for Data Centers and other buildings
- B. To manage access to computer rooms and other secure locations
- C. To manage access to the Service Desk
- D. To manage the right to use a service or group of services

**Answer: D**

**Explanation:**

**QUESTION NO: 330**

Which of the following should be available to the Service Desk?

1. Known Error Data
2. Change Schedules



3. Service Knowledge Management System

4. The output from monitoring tools

- A. 1,2 and 3 only
- B. 1,2 and 4 only
- C. 2,3 and 4 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 331**

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

- A. Service Operation
- B. Service Strategy
- C. Service Transition
- D. Continual Service Improvement

**Answer: C**

**Explanation:**

**QUESTION NO: 332**

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
- D. Service Catalogue and Service Portfolio are different names for the same thing

**Answer: C**

**Explanation:**

**QUESTION NO: 333**

A consultant has made two recommendations to you in a report:

1. To include legal terminology in your Service Level Agreements (SLAs)
2. It is not necessary to be able to measure all the targets in an SLA

Which of the recommendations conform to Service Level Management good practice?

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 334**

Availability Management is responsible for availability of the:

- A. Services and Components
- B. Services and Business Processes
- C. Components and Business Processes
- D. Services, Components and Business Processes

**Answer: A**

**Explanation:**

**QUESTION NO: 335**

Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

- A. Continual Service Improvement
- B. Service Transition
- C. Service Design
- D. Service Operation

**Answer: D**

**Explanation:**

**QUESTION NO: 336**

The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

- A. Continual Service Improvement
- B. Service Strategy
- C. Service Design
- D. Service Transition

**Answer: B**

**Explanation:**

**QUESTION NO: 337**

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management
- B. Facilities Management
- C. Event Management
- D. Demand Management

**Answer: A**

**Explanation:**

**QUESTION NO: 338**

Which of the following is the BEST definition of a Risk?

- A. Something that won't happen
- B. Something that will happen
- C. Something that has happened
- D. Something that might happen

**Answer: D**

**Explanation:**

**QUESTION NO: 339**

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

**Answer: B**

**Explanation:**

**QUESTION NO: 340**

Which of the following are goals of Service Operation?

1. To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business
  2. The successful release of services into the live environment
- A. 1 only
  - B. 2 only
  - C. Both of the above
  - D. Neither of the above

**Answer: A**

**Explanation:**

**QUESTION NO: 341**

Which statement about Service Level Agreements (SLAs) is CORRECT?

- A. They must contain legal wording because of their importance
- B. There should always be a separate SLA for each specific customer
- C. The wording must be clear and concise to allow no room for ambiguity
- D. Changes to the SLA can only be requested by the customer

**Answer: C**

**Explanation:**

**QUESTION NO: 342**

Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

- 1) Assessing the impact and cause of Incidents and Problems
- 2) Assessing the impact of proposed Changes
- 3) Planning and designing a Change to an existing service
- 4) Planning a technology refresh or software upgrade

- A. 1 and 2 only
- B. All of the above
- C. 1, 2 and 4 only
- D. 1, 3 and 4 only

**Answer: B**

**Explanation:**

**QUESTION NO: 343**

What does a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

**Answer: C**

**Explanation:**

**QUESTION NO: 344**

Which of the following is the BEST definition of the term service management?

- A.** A set of specialized organizational capabilities for providing value to customers in the form of services
- B.** A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C.** The management of functions within an organization to perform certain activities
- D.** Units of organizations with roles to perform certain activities

**Answer: A**

**Explanation:**

**QUESTION NO: 345**

Which role is accountable for a specific service within an organization?

- A.** The Service Level Manager
- B.** The Business Relationship Manager
- C.** The Service Owner
- D.** The Service Continuity Manager

**Answer: C**

**Explanation:**

**QUESTION NO: 346**

Which of the following is commonly found in a contract underpinning an IT service? Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

- A.** 1 and 2 only
- B.** 1 and 3 only
- C.** 2 and 3 only

D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 347**

Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

**Answer: B**

**Explanation:**

**QUESTION NO: 348**

Which of the following is NOT an objective of the Operations Management function?

- A. Swift application of skills to diagnose any IT Operations failures that occur
- B. Regular scrutiny and improvements to achieve improved service at reduced costs
- C. First line Incident investigation and diagnosis logged by users
- D. Maintenance of status quo to achieve stability of day to day processes and activities

**Answer: C**

**Explanation:**

**QUESTION NO: 349**

IT Service Continuity strategy should be based on:

- 1) Design of the service technology
- 2) Business continuity strategy
- 3) Business Impact Analysis

4) Risk assessment

- A. 1, 2 and 4 only
- B. 1, 2 and 3 only
- C. 2, 3 and 4 only
- D. 1, 3 and 4 only

**Answer: C**

**Explanation:**

#### QUESTION NO: 350

Which of the following activities are responsibilities of a Supplier Manager?

- 1) Negotiating and agreeing Contracts
- 2) Updating the Supplier and Contract database
- 3) Planning for possible closure, renewal or extension of contracts
- 4) Managing relationships with internal suppliers

- A. 1, 2 and 3 only
- B. 1, 3 and 4 only
- C. 2, 3 and 4 only
- D. None of the above

**Answer: A**

**Explanation:**

#### QUESTION NO: 351

When should tests for a new service be designed?

- A. At the same time as the service is designed
- B. After the service has been designed, before the service is handed over to Service Transition
- C. As part of Service Transition
- D. Before the service is designed

**Answer: A**

**Explanation:**



**QUESTION NO: 352**

Defining the processes needed to operate a new service is part of:

- A. Service Design: Design the processes
- B. Service Strategy: Develop the offerings
- C. Service Transition: Plan and prepare for deployment
- D. Service Operation: IT Operations Management

**Answer: A**

**Explanation:**

**QUESTION NO: 353**

What is most likely to cause a loss of faith in the Service Level Management process?

- A. Measurements that match the customer's perception of the service
- B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)
- C. Inclusion of items in the SLA that cannot be effectively measured
- D. Involving customers in drafting Service Level Requirements

**Answer: C**

**Explanation:**

**QUESTION NO: 354**

As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

- 1) An internal service provider embedded within a business unit
- 2) An internal service provider that provides shared IT services
- 3) An external service provider

- A. All of the above
- B. 1 and 2 only

- C. 1 and 3 only
- D. 2 and 3 only

**Answer: A**

**Explanation:**

**QUESTION NO: 355**

What type of improvement should be achieved by using the Deming Cycle?

- A. Rapid, one-off improvement
- B. Return on investment within 12 months
- C. Quick wins
- D. Steady, ongoing improvement

**Answer: D**

**Explanation:**

**QUESTION NO: 356**

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

- A. Service Level Management
- B. Change Management
- C. Incident Management
- D. Service Asset and Configuration Management

**Answer: D**

**Explanation:**

**QUESTION NO: 357**

What is the Service Pipeline?

- A. All services that are at a conceptual or development stage
- B. All services except those that have been retired
- C. All services that are contained within the Service Level Agreement (SLA)

D. All complex multi-user services

**Answer: A**

**Explanation:**

**QUESTION NO: 358**

Which of the following statements is CORRECT?

- A. IT Service Continuity Management can only take place once Business Continuity Management has been established
- B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
- C. Business Continuity Management and IT Service Continuity Management must be established at the same time
- D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

**Answer: B**

**Explanation:**

**QUESTION NO: 359**

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

- A. The Asset Register
- B. The Service Knowledge Management System
- C. The Known Error Database
- D. The Information Management System

**Answer: B**

**Explanation:**

**QUESTION NO: 360**

What are Request Models used for?

- A. Capacity Management
- B. Modelling arrival rates and performance characteristics of service requests
- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Identifying frequently received user requests and defining how they should be handled

**Answer: D**

**Explanation:**

## Topic 7, Volume G

### QUESTION NO: 361

A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

**Answer: B**

**Explanation:**

### QUESTION NO: 362

Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

- A. The Service Level Manager
- B. The IT Service Continuity Manager
- C. The Service Catalogue Manager
- D. The Supplier Manager

**Answer: D**

**Explanation:**

### QUESTION NO: 363

Which of the following should NOT be a concern of Risk Management?

- A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
- B. To ensure that the workplace is a safe environment for its employees and customers
- C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
- D. To ensure only the change requests with mitigated risks are approved for implementation

**Answer: D**

**Explanation:**

#### **QUESTION NO: 364**

Which of the following is the CORRECT definition of a Release Unit?

- A. A measurement of cost
- B. A function described within Service Transition
- C. The team of people responsible for implementing a release
- D. The portion of a service or IT infrastructure that is normally released together

**Answer: D**

**Explanation:**

#### **QUESTION NO: 365**

Which process lists "Understanding patterns of business activity" as a major role?

- A. Demand Management
- B. Supplier Management
- C. Service Desk
- D. Request Fulfillment

**Answer: A**

**Explanation:**

#### **QUESTION NO: 366**

Which of the following statements is CORRECT?

- A. Process owners are more important to service management than service owners
- B. Service owners are more important to service management than process owners
- C. Service owners are as important to service management as process owners
- D. Process owners and service owners are not required within the same organization

**Answer: C**

**Explanation:**

**QUESTION NO: 367**

The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

- A. The utility of a service
- B. The warranty of a service
- C. The economic value of a service
- D. Return on investment

**Answer: A**

**Explanation:**

**QUESTION NO: 368**

What are the two major processes in Problem Management?

- A. Technical and Service
- B. Resource and Proactive
- C. Reactive and Technical
- D. Proactive and Reactive

**Answer: D**

**Explanation:**

**QUESTION NO: 369**

Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board

- B. A person that provides formal authorisation for a particular type of change.
- C. A role, person or a group of people that provides formal authorisation for a particular type of change.
- D. The Change Manager who provides formal authorisation for each change

**Answer: C**

**Explanation:**

#### **QUESTION NO: 370**

Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

- A. The Service Level Manager
- B. The Configuration Manager
- C. The Change Manager
- D. The Information Security Manager

**Answer: D**

**Explanation:**

#### **QUESTION NO: 371**

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

- A. Service Design
- B. Service Transition
- C. Service Strategy
- D. Service Operation

**Answer: C**

**Explanation:**

#### **QUESTION NO: 372**

Identify the input to the Problem Management process.

- A. Request for Change

- B. Problem Resolution
- C. Incident Records
- D. New Known Errors

**Answer: C**

**Explanation:**

**QUESTION NO: 373**

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Early Life Support
- B. Service Test Manager
- C. Evaluation
- D. Release Packaging and Build Manager

**Answer: A**

**Explanation:**

**QUESTION NO: 374**

Service Design emphasizes the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

- A. People, Products, Partners, Profit
- B. People, Process, Products, Partners
- C. Potential, Preparation, Performance, Profit
- D. People, Potential, Products, Performance

**Answer: B**

**Explanation:**

**QUESTION NO: 375**

Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?



- A. The ITIL Complementary Guidance
- B. The Service Support book
- C. Pocket Guides
- D. The Service Strategy book

**Answer: A**

**Explanation:**

**QUESTION NO: 376**

Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

**Answer: A**

**Explanation:**

**QUESTION NO: 377**

Where should the definitive authorized versions of all media Configuration Items (CIs) be stored and protected?

- A. Definitive Media Library
- B. Definitive Software Store
- C. Service Knowledge Management System
- D. Software Secure Library

**Answer: A**

**Explanation:**

**QUESTION NO: 378**

Which of the following are aspects of Service Design?

1. Architectures

- 2. Technology
- 3. Service Management processes
- 4. Metrics

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 379**

Which is the BEST definition of a Configuration Item (CI)?

- A. An item of hardware or software registered in the asset database
- B. A collection of information used to describe a hardware or software item
- C. An asset, service component or other item that is, or will be, under the control of Configuration Management
- D. Information recorded by the Service Desk when an Incident is reported

**Answer: C**

**Explanation:**

**QUESTION NO: 380**

Which model delivers a view of the services, assets and infrastructure?

- A. Incident Model
- B. Problem Model
- C. Configuration Model
- D. Change Model

**Answer: C**

**Explanation:**

**QUESTION NO: 381**

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

**Answer: D**

**Explanation:**

**QUESTION NO: 382**

Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

1. Risk assessment
2. Testing of resilience mechanisms
3. Monitoring of component availability

- A. All of the above
- B. 1 and 2 only
- C. 1 and 3 only
- D. 2 and 3 only

**Answer: B**

**Explanation:**

**QUESTION NO: 383**

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations designed to perform certain types of work
- B. We must be able to measure them in a relevant manner
- C. They deliver specific results
- D. They respond to specific events

**Answer: A**

**Explanation:**

**QUESTION NO: 384**

Which of the following would be defined as part of every process?

1. Roles
2. Activities
3. Functions
4. Responsibilities

- A.** 1 and 3 only  
**B.** All of the above  
**C.** 2 and 4 only  
**D.** 1, 2 and 4 only

**Answer: D**

**Explanation:**

**QUESTION NO: 385**

The Supplier Management process includes:

- 1: Service Design activities, to ensure that contracts will be able to support the service requirements
- 2: Service Operation activities, to monitor and report supplier achievements
- 3: Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

- A.** 1 and 2 only  
**B.** 1 only  
**C.** All of the above  
**D.** 1 and 3 only

**Answer: C**

**Explanation:**

**QUESTION NO: 386**

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

- A. Categorization
- B. Logging
- C. Prioritization
- D. Closure

**Answer: A**

**Explanation:**

**QUESTION NO: 387**

Which of the following might be used to manage an Incident?

1. Incident Model
2. Known Error Record

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: C**

**Explanation:**

**QUESTION NO: 388**

Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

- A. Availability Management
- B. Demand Management
- C. Financial Management
- D. Service Level Management

**Answer: B**

**Explanation:**

**QUESTION NO: 389**

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

**Answer: B**

**Explanation:**

**QUESTION NO: 390**

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

- A. Service Design
- B. Service Strategy
- C. Service Operation
- D. Continual Service Improvement

**Answer: A**

**Explanation:**

**QUESTION NO: 391**

In the phrase "People, Processes, Products and Partners". Products refers to:

- A. IT Infrastructure and Applications
- B. Services, technology and tools
- C. Goods provided by third parties to support the IT Services
- D. All assets belonging to the Service Provider

**Answer: B**

**Explanation:**

**QUESTION NO: 392**

Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

- A. People, Process, Partners, Suppliers
- B. People, Process, Products, Technology
- C. People, Process, Products, Partners
- D. People, Products, Technology, Partners

**Answer: C**

**Explanation:**

**QUESTION NO: 393**

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

- A. Plan
- B. Do
- C. Check
- D. Act

**Answer: A**

**Explanation:**

**QUESTION NO: 394**

Which of the following is the BEST description of a Business Case?

- A. A decision support and planning tool that projects the likely consequences of a business action
- B. A portable device designed for the secure storage and transportation of important documents
- C. A complaint by the business about a missed service level.
- D. The terms and conditions in an IT outsource contract.

**Answer: A**

**Explanation:**

**QUESTION NO: 395**

Which of the following could BEST be described as "A decision support and planning tool that projects the likely consequences of a business action"?

- A. A Problem model
- B. A Service Improvement Plan (SIP)
- C. A Request for Change (RFC)
- D. A Business Case

**Answer: D**

**Explanation:**

**QUESTION NO: 396**

Which of the following are included within Release and Deployment Models?

- 1) Roles and responsibilities
- 2) Template release and deployment
- 3) Supporting systems, tools and procedures.
- 4) Handover activities and responsibilities

- A. 1, 2 and 3 only.
- B. 2, 3 and 4 only.
- C. All of the above
- D. 1 and 4 only.

**Answer: C**

**Explanation:**

**QUESTION NO: 397**

Which of the following are objectives of Service Design?



- 1) Design Services to satisfy business objectives.
- 2) Identify and manage risk.
- 3) Design effective and efficient processes
- 4) Design a secure and resilient IT infrastructure.

- A.** 1 Only  
**B.** 2 and 3 only.  
**C.** 1, 2 and 4 only.  
**D.** All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 398**

Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

- 1) Allocate roles and responsibilities to work on CSI initiatives.
- 2) Measure and review that the CSI plan is executed and its objectives are being achieved.
- 3) Identify the scope, objectives and requirements for CSI.
- 4) Decision on implementation of further enhancement.

- A.** 3-1-2-4  
**B.** 3-4-2-1  
**C.** 1-3-2-4  
**D.** 2-3-4-1

**Answer: A**

**Explanation:**

**QUESTION NO: 399**

Which of the following are benefits to the business of implementing Service Transition?

1. Ability to adapt quickly to new requirements
2. Reduced cost to design new services
3. Improved success in implementing changes

- A.** 1 and 2 only  
**B.** 2 and 3 only  
**C.** 1 and 3 only  
**D.** None of the above

**Answer: C**

**Explanation:**

**QUESTION NO: 400**

What are the processes within Service Operation?

- A.** Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management  
**B.** Event Management, Incident Management, Change Management and Access Management  
**C.** Incident Management, Problem Management, Service Desk, Request Fulfillment and Management  
**D.** Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

**Answer: A**

**Explanation:**

**QUESTION NO: 401**

Which process or function is responsible for the Definitive Media Library and Definitive Spares?

- A.** Facilities Management  
**B.** Access Management  
**C.** Request Fulfilment  
**D.** Service Asset and Configuration Management

**Answer: D**

**Explanation:**

**QUESTION NO: 402**

Which of the following activities is NOT a part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Coordinate

**Answer: D**

**Explanation:**

**QUESTION NO: 403**

Which of the following is an example of capabilities?

- A. Menu driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

**Answer: B**

Reference: <http://www.knowledgetransfer.net/dictionary/ITIL/en/Capability.htm>

**QUESTION NO: 404**

Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?

- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) model
- D. The Deming Cycle

**Answer: A**

**Explanation:**

**QUESTION NO: 405**

Which of the following activities is performed by access management?

- A. Providing physical security for staff data centers and other buildings
- B. Managing access to computer rooms and other secure locations
- C. Managing access to the service desk
- D. Managing the rights to use a service or group of services

**Answer: D**

**Explanation:**

**QUESTION NO: 406**

Which of the following is NOT defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

**Answer: C**

**Explanation:**

**QUESTION NO: 407**

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

**Answer: A**

Reference:

[http://www.cbronline.com/news/axios\\_flags\\_need\\_for\\_itil\\_based\\_service\\_value\\_management\\_250909](http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_management_250909)

**QUESTION NO: 408**

Which of the following questions does the guidance in service strategy help to answer?

1. What services should we offer and to whom?
2. How do we differentiate ourselves from competing alternatives?
3. How do we create value for our customers?

- A. 1 only
- B. 2 only
- C. 3 only
- D. All of the above

**Answer: D**

**Explanation:**

**QUESTION NO: 409**

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

**Answer: B**

Reference:

[http://en.wikipedia.org/wiki/Information\\_Technology\\_Infrastructure\\_Library#Service\\_Design](http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design)

**QUESTION NO: 410**

Which of the following is an objective of service transition?

- A. To negotiate service levels for new services

- B. To plan and manage the resource requirements for releases
- C. To provide quality knowledge of incident and problem management
- D. To plan and manage entries in the service catalogue.

**Answer: B**

**Explanation:**

**QUESTION NO: 411**

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. The change manager

**Answer: C**

**Explanation:**

**QUESTION NO: 412**

When can a known error record be raised?

1. At any time when it would be useful to do so
2. After a workaround has been found

- A. 2 only
- B. 1 only
- C. Neither of the above
- D. Both of the above

**Answer: C**

**Explanation:**

**QUESTION NO: 413**

Which of the following activities is NOT a part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

**Answer: D**

Reference: <http://itilblues.wordpress.com/2010/03/10/mush-and-room-6-the-deming-cycle/>

#### QUESTION NO: 414

Which of the following is the BEST definition of an event?

- A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

**Answer: A**

**Explanation:**

#### QUESTION NO: 415

Which of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service. This includes technical staff
- C. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- D. Incidents reported by technical staff must be logged as Problems because technical staff manages infrastructure devices not services

**Answer: B**

**Explanation:**

**QUESTION NO: 416**

Which of the following is an example of self-help capabilities?

- A. Menu-driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

**Answer: A**

**Explanation:**

**QUESTION NO: 417**

Which of the following availability management activities are considered to be proactive as opposed to reactive?

1. Monitoring system availability
2. Designing availability into a proposed solution

- A. Neither of the above
- B. Both of the above
- C. 1 only
- D. 2 only

**Answer: D**

**Explanation:**

**QUESTION NO: 418**

Which of the following do Technology metrics measure?

- A. Components
- B. Processes
- C. The end to end service
- D. Customer satisfaction



**Answer: A**

**Explanation:**

**QUESTION NO: 419**

The design of IT services requires the effective and efficient use of what?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

**Answer: C**

**Explanation:**

**QUESTION NO: 420**

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Operation
- B. Capacity Management
- C. Service Design
- D. Availability Management

**Answer: A**

**Explanation:**

**QUESTION NO: 421**

A configuration model can be used to help

- 1) Assess the impact and cause of incidents and problems
- 2) Assess the impact of proposed changes
- 3) Plan and design new or changed services
- 4) Plan technology refresh and software upgrades

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 2 and 4 only
- D. 3 and 4 only

**Answer: B**

**Explanation:**

**QUESTION NO: 422**

Which of these recommendations is good 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

**Answer: D**

**Explanation:**

**QUESTION NO: 423**

Which of the following would commonly be in a contract underpinning an IT service?

- 1) Marketing information
- 2) Contract description and scope
- 3) Responsibilities and dependencies

- A. 1 and 2 only
- B. 1 and 3 only
- C. 2 and 3 only
- D. None of the above

**Answer: C**

**Explanation:**

**QUESTION NO: 424**

What is IT Governance concerned with?

- A.** Measuring and improving the efficiency and effectiveness of IT processes
- B.** Ensuring that IT processes support the organization's strategies and objectives
- C.** Reducing the total cost of providing services to the business
- D.** Ensuring that targets documented in Service Level Agreements (SLAs) are met

**Answer: B**