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ITIL 4 FOUNDATIONS EXAM PREP PRACTICE QUESTIONS & FULL LENGTH E-LEARNING COURSE

6 FULL-LENGTH MOCK EXAMS WITH DETAILED ANSWERS

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ITIL 4 Foundations

Exam Prep Practice Questions

6 Full Length Mock Exams with Detail Answers

Andrew Ramdayal

PMP, PgPM, CISSP, ITIL Accredited Instructor

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Andrew has been teaching the ITIL exam prep for over 10 years to thousands of students all over the world. He is a ITIL accredited instructor. His unique teaching methods have allowed his students not only to pass the exam but also to apply the concepts in real life. He is currently the CEO of the Technical Institute of America which provides training to thousands of students every year in IT and medical courses.

About Technical Institute of America

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Note from Author

This guide is made to help you pass your ITIL 4 exam on the first try. It comes with all the materials needed to successfully pass your ITIL 4 Foundation exam. Students are expected to review the e-learning course that comes with this guide and complete all of the mock exams. Follow these steps to gain access to the ITIL 4 Foundation E-Learning Course:

1. Got to: **https://www.tiapmtraining.com/p/itil4book**

Once you have enrolled in the class, watch all the lectures and take notes as needed. I will be the instructor in the videos. I think this format works best than just reading text on a page. I have made it very engaging. I hope you will learn a lot.

Once you have completed all the lectures, complete all 6 mock exams in this guide and schedule your exam with PeopleCert at peoplecert.org. We also ofJ fer this e-learning course with an exam voucher for a discounted rate of less than what PeopleCert sells the voucher alone for, use this link:

https://www.tiapmtraining.com/p/itil-4-foundation

I ask all of my students to join me on LinkedIn and post when you pass your exam. Here is a link to my profile:

https://www.linkedin.com/in/andrewramdayal

I look forward from hearing from all of you and good luck on your exam. Now let’s get studying.

-Andrew Ramdayal

Mock Exam 1

1. Almost all services today are considered to be:
    a. IT-enabled
    b. Cloud enabled
    c. Security enabled
    d. Service desk enabled

2. What are two key components of the ITIL framework?
    a. Service value system and service desk
    b. Service value system and four dimensions model
    c. Four dimensions model and service desk
    d. Four dimensions model and practices

3. How many core components does the service value system (SVS) contain?
    a. 2
    b. 3
    c. 4
    d. 5

4. What part of the SVS helps to create the foundation for an organization culture?
    a. Service value chain
    b. Practices
    c. Guiding principles
    d. Continual improvement

5. Customers will get value through the use of?
    a. Services
    b. Technology
    c. Email
    d. Financial resources

6. What is a set of specialized organizational capabilities for enabling value for customers in the form of services?
    a. IT management
    b. Service desk management

c. Service delivery management
d. Service management

7. Value is subject to the?
    a. Cost of the service
    b. Perception of the stakeholder
    c. Method of delivery
    d. Technology used

8. What does value co-creation means?
    a. Value is co-created between providers and technology
    b. Value is co-created between providers and suppliers
    c. Value is co-created between providers and consumers
    d. Value is co-created between providers and management

9. What is considered a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its goals?
    a. Service desk
    b. Service support
    c. Service value
    d. Organization

10. When provisioning services, an organization takes on the role of a?
    a. Service consumer
    b. Service provider
    c. Consumer
    d. Provider

11. Who authorizes the budget for service consumption?
    a. Customer
    b. Service provider
    c. Senior management
    d. Sponsor

12. Which of the following is not part of the four dimensions model?

a. Organizations and people
b. Information and technology
c. Partners and suppliers
d. Process streams and procedures

13. Value is co-created through active collaboration between?
    a. Providers and consumers
    b. Providers only
    c. Providers and technology
    d. Providers and software

14. What is the purpose of an organization?
    a. To setup technology for customers
    b. To meet customers' needs
    c. To create value for stakeholders
    d. To manage IT Services for customers

15. When receiving services, an organization takes on the role of the?
    a. Service consumer
    b. Service installer
    c. Supplier
    d. Stakeholder

16. All activities conducted by the organization should link back, directly or indirectly to?
    a. Services
    b. Processes
    c. Value
    d. Customers

17. When focusing on value what should be done after the provider knows who the service is for?
    a. Find out the consumer perspectives of value
    b. Find out the customer experience
    c. Find out the way to measure value
    d. Find out how to provide the service

18. Before starting over and creating new services a provider should?
    a. Remove all unneeded services
    b. Understand all resources needed for the new service
    c. Consider what is already available to be leveraged
    d. Speak to the service consumer

19. Progress should be done?
    a. Quick and cost effective
    b. Iteratively with feedback
    c. Iteratively and Quick
    d. Quick with feedback

20. What is a feedback loop?
    a. Customers giving the same feedback
    b. Never ending feedback
    c. An output of one activity is an input to another activity
    d. Part of an output is assessing

21. What is a version of the final product which allows the maximum amount of validated learning with the least effort?
    a. Complete product
    b. Cost saving product
    c. Least useable product
    d. Minimum viable product

22. What is considered a ‘silo activity’?
    a. Isolated work
    b. Collaborate work
    c. Group work
    d. Pool work

23. Working together in a way that leads to real accomplishment requires information, understanding, and _____.
    a. Technology
    b. Co-location
    c. Trust
    d. Dedication

24. What leads to poor decision-making, which in turn impacts the organization's ability to improve internal capabilities?
    a. Insufficient team
    b. Insufficient time
    c. Insufficient visibility of work
    d. Insufficient practices

25. What does it mean to understanding how all the parts of an organization work together in an integrated way?
    a. Think and work together
    b. Think and work holistically
    c. Integration of services
    d. Integration of technology

26. When trying to accomplish an objective you should?
    a. Use the maximum number of steps
    b. Use the minimum number of steps
    c. Use complex steps
    d. Use steps you understand

27. What is the best route to achieving quick wins?

    a. Quick Steps
    b. Complex steps
    c. Simplicity
    d. None of the above

28. What refers to the use of technology to perform a step or series of steps correctly and consistently with limited or no human intervention?
    a. Accountable only to government compliance
    b. Accountable to the service desk
    c. Accountable for policies
    d. Accountable for the organization's compliance with

policies and any external regulations.

29. The governing body of an organization is?
    a. Accountable only to government compliance
    b. Accountable to the service desk
    c. Accountable for policies
    d. Accountable for the organization's compliance with policies and any external regulations.

30. Which practice focuses on reducing the likelihood of incidents?
    a. Problem management
    b. Service desk
    c. Incident management
    d. Change Enablement

31. What in the service value chain ensures a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization?
    a. Plan
    b. Improve
    c. Engage
    d. Design

32. Software assets must be protected from unlawful?
    a. Purchases
    b. Networking
    c. Copying
    d. Installation

33. Hardware assets must be labelled for clear?
    a. Location
    b. Identification
    c. Damages
    d. Usage

34. IT asset management maintains information about the assets, their costs, and?
    a. Related contracts
    b. Usage
    c. Disposal
    d. Re-use

35. The IT asset register is often combined (or federated) with the information stored in a?
    a. Configuration management system (CMS)
    b. System management system (SMS)
    c. Central management system (CMS)
    d. Asset management system (AMS)

36. What is it called when the CI itself generates the operational alerts?
    a. Active monitoring
    b. Passive monitoring
    c. Self-monitoring
    d. System monitoring

37. What is it called when tools will poll key CIs, looking at their status to generate alerts when an exception condition is identified?
    a. Active monitoring
    b. Passive monitoring
    c. Self-monitoring
    d. System monitoring

38. Problem control activities include problem analysis, and documenting workarounds and?
    a. Error control
    b. Incident control
    c. Known errors
    d. Problem prioritization

39. Problems are prioritized for analysis based on the?
    a. Cost of fixing

b. Time needed to fix
c. Who is being affected?
d. Risk they pose

40. Workarounds are documented in?
    a. Risk register
    b. IT asset register
    c. Problem register
    d. Problem records

Answers

1. A. All services today are IT-enabled which offers companies many benefits to expand their opportunities.
2. A. The main components of the ITIL framework are the service value system and the four dimensions model.
3. D. There are 5 components in the SVS; the ITIL service value chain, ITIL practices, ITIL guiding principles, governance, and continual improvement.
4. C. The guiding principles of the SVS helps to create the foundation for the organization culture and decision making.
5. A. Customers will get value through the use of services. Services are a means of delivering value to customers.
6. D. Service management is defined as a set of specialized organizational capabilities for enabling value for customers in the form of services.
7. B. Value is defined as the perceived benefits, usefulness, and importance of something.
8. C. Value is co-created through an active collaboration between the consumers and providers.
9. D. An organization is a person or a group of people that has its

own functions with responsibilities, authorities, and relationships to achieve its objectives.

10. B. When provisioning services, an organization takes on the role of the service provider.
11. D. The sponsor is the person that authorizes the budget for service consumption.
12. D. Process streams and procedures are not part of the four dimensions model. The four dimensions are organizations and people, information and technology, partners and suppliers, and value streams and processes.
13. A. Value is co-created through an active collaboration between providers and consumers, as well as other organizations that are part of the relevant service relationships.
14. C. The purpose of an organization is to create value for stakeholders.
15. A. When receiving services, an organization takes on the role of the service consumer.
16. B. All activities conducted by the organization should link back, directly or indirectly, to value for itself, its customers, and other stakeholders.
17. A. Once the provider knows who the service is for, then next step would be to understand the consumer's perspectives of value.
18. C. Do not start over without first considering what is already available to be leveraged.
19. B. One of the SVS guiding principle is to Progress iteratively with feedback.
20. C. A feedback loop is a term commonly used to refer to a situation where part of the output of an activity is used for new input.
21. D. A minimum viable product is a version of the final product

which allows the maximum amount of validated learning with the least effort.

22. A. Cooperation and collaboration are better than isolated work, which is frequently referred to as ‘silo activity’.
23. C. Working together in a way that leads to real accomplishment requires information, understanding, and trust.
24. C. Insufficient visibility of work leads to poor decision-making, which in turn impacts the organization’s ability to improve internal capabilities.
25. B. Taking a holistic approach to service management includes establishing an understanding of how all the parts of an organization work together in an integrated way.
26. B. Always use the minimum number of steps to accomplish an objective.
27. C. Simplicity is the best route to achieving quick wins.
28. C. The governing body is accountable for the organization’s compliance with policies and any external regulations.
29. D. The governing body is accountable for the organization’s compliance with policies and any external regulations.
30. A. Problem Management seeks to minimize the adverse impact of Incidents by preventing Incidents from happening. Incident management is the practice of restoring services as quickly as possible after an incident.
31. A. The purpose of the plan value chain activity is to ensure a shared understanding of the vision, current status, and improvement direction for all four dimensions and all products and services across the organization.
32. C. Software assets must be protected from unlawful copying, which could result in unlicensed use.

33. B. Hardware assets must be labelled for clear identification.
34. A. IT asset management maintains information about the assets, their costs, and related contracts.
35. A. The IT asset register is often combined (or federated) with the information stored in a configuration management system (CMS).
36. B. In passive monitoring, the CI itself generates the operational alerts.
37. A. In active monitoring, tools will poll key CIs, looking at their status to generate alerts when an exception condition is identified.
38. A. Problem control activities include problem analysis, and documenting workarounds and known errors.
39. B. Problems are prioritized for analysis based on the risk that they pose, and are managed as risks based on their potential impact and probability.
40. D. Workarounds are documented in problem records.

Mock Exam 2

1. What release uses two mirrored production environments?
    a. First, Second releases
    b. Blue/green releases
    c. Function/Non-function releases
    d. None of the above

2. Incident management can have an enormous impact on customer and user _____?
    a. Satisfaction
    b. Value
    c. View
    d. Needs

3. What usually requires a separate process?
    a. Managing major incidents
    b. Working on creating value
    c. Collecting customer's requirements
    d. None of the above

4. What changes are not typically included in a change schedule?
    a. Standard changes
    b. Normal changes
    c. Emergency changes
    d. None of the above

5. The addition, modification, or removal of anything that could have a direct or indirect effect on _____?
    a. Value
    b. Satisfaction
    c. Performance
    d. Services

6. A _____ is a configuration of an organization's resources designed to offer value for a consumer.
    a. Service
    b. Practice

c. SVS
d. Product

7. Value is subject to the?
    a. Cost of the service
    b. Perception of the stakeholder
    c. Method of delivery
    d. Technology used

8. What practice will ensure the availability of information?
    a. Relationship management
    b. Information security management
    c. Incident management
    d. Service desk management

9. What practice will establish and nurture the links between the company and its stakeholders?
    a. Relationship management
    b. Stakeholder management
    c. Change management
    d. Service desk management

10. In what practice will you negotiate and agree on contracts and arrangements?
    a. Vendor management
    b. Staff Management
    c. Supplier management
    d. Change management

11. What is it called when the products or services are developed and/ or delivered internally by the business?
    a. Outsourcing
    b. Multi-sourcing
    c. Insourcing
    d. Single source

12. _____ is the procurement of a product or service from

more than one independent supplier.

a. Outsourcing
b. Multi-sourcing
c. Insourcing
d. Single source

13. What practice is to observe services and service components, and record and report selected changes of their states?
    a. Monitoring and event management
    b. Problem Management
    c. Incident Management
    d. Service level management

14. What events allow actions to be taken before any negative impact is actually experienced by the business?
    a. Informational events
    b. Warning events
    c. Exception events
    d. Error events

15. What should be done to ensure successful monitoring and event management?
    a. Automation
    b. Problem identification
    c. Systems updates
    d. Baselines

16. What is used to document the timing for releases?
    a. Release register
    b. Release calendar
    c. Release timer
    d. Release schedule

17. What events do not require action at the time they are identified?
    a. Informational events

b. Warning events
c. Exception events
d. Error events

18. What in release management enables learning and improvement, and helps to ensure that customers are satisfied?
    a. Release review
    b. Release customer review
    c. Release post-implementation review
    d. Release implementation review

19. Progress should be done?
    a. Quick and cost effective
    b. Iteratively with feedback
    c. Iteratively and Quick
    d. Quick with feedback

20. What is a feedback loop?
    a. Customers giving the same feedback
    b. Never ending feedback
    c. An output of one activity is an input to another activity
    d. Part of an output is assessing

21. What is a version of the final product which allows the maximum amount of validated learning with the least effort?
    a. Complete Product
    b. Cost saving product
    c. Least useable product
    d. Minimum viable product

22. What changes are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization?
    a. Standard changes

b. Normal changes
c. Emergency changes
d. Non-standard changes

23. What events require action, even though business impact may not yet have been experienced?
    a. Informational events
    b. Warning events
    c. Exception events
    d. Error events

24. What is used to help plan changes, assist in communication, avoid conflicts, and assign resources?
    a. Change calendar
    b. Change authority
    c. Change log
    d. Change schedule

25. Change enablement is usually focused on changes in?
    a. People
    b. Processes
    c. Services
    d. Products and Services

26. The change authority should be assigned to?
    a. Each type of change
    b. Standard changes only
    c. Normal changes only
    d. Deny changes
27. Service actions are performed by the service provider according to the?
    a. Needs of the consumer
    b. Usage of the consumer
    c. Cost to the consumer
    d. Agreement with the consumer

28. The supplier strategy, sometimes called the?

a. Vendor strategy
b. Sourcing strategy
c. Seller strategy
d. Wholesaler strategy

29. What is specifically aimed at managing the acquisition, development, release, deployment, maintenance, and eventual retirement of software assets?
    a. Software contract management
    b. Software management
    c. Software asset management
    d. Software vendor management

30. What practice requires accurate inventory information, which it keeps in an asset register?
    a. IT Asset management
    b. IT Register Management
    c. IT Software management
    d. IT Hardware management

31. Cloud-based assets must be assigned to specific products or groups so that _____ can be managed.
    a. Cost
    b. Integrity
    c. The cloud provider
    d. Usage

32. A ____ is a controlled environment established to test products, services, and other configuration items.
    a. Demo environment
    b. Test environment
    c. User environment
    d. Software environment

33. What is a list of minimum requirements that a service or service

component must meet for it to be acceptable to key stakeholders?

a. Acceptance requirements
b. Acceptance criteria
c. Minimum requirements
d. Acceptance requirements

34. Agile is an umbrella term for frameworks such as?

a. Scrum
b. Lean
c. Kanban
d. All of the above

35. What is a way of working that has been proven to be successful by multiple organizations?

a. Organizational practices
b. Best practices
c. Industry practices
d. User practices

36. What are changes that need to be scheduled, assessed, and authorized following a process?

a. Standard changes
b. Normal changes
c. Emergency changes
d. Non-standard changes

37. The asset register is used in what practice?

a. Incident management
b. Service level management
c. Deployment management
d. IT asset management

38. Which practice observe services and service components, and record and report selected changes?

a. Event management
b. Problem management
c. Service management

d. Monitoring and event management

39. Which of the following statement about authentication is correct?
    a. It's about ensuring someone is who they claim to be
    b. It's about ensuring someone is not who they claim to be
    c. It's about ensuring the actions took by an individual can be verified
    d. It's about having users enter their username when logging in to a computer

40. The use of scripts can help which of the following?
    a. User satisfaction
    b. Problem management
    c. Diagnose and resolve a simple incident
    d. Managing large problems

Answers

1. B. Blue/green releases use two mirrored production environments.
2. A. Incident management can have an enormous impact on customer and user satisfaction, and on how customers and users perceive the service provider.
3. A. There are usually separate processes for managing major incidents, and for managing information security incidents.
4. C. Emergency changes are not typically included in a change schedule, and the process for assessment and authorization is expedited to ensure they can be implemented quickly.
5. D. Change is defined as “the addition, modification, or removal of anything that could have a direct or indirect effect on services.”
6. C. A product is a configuration of an organization’s resources designed to offer value for a consumer.
7. A. Prevention is ensuring that security incidents don’t occur.
8. B. The purpose of the information security management practice is to protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information.
9. A. The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
10. C. Activities that are done in the supplier’s management practice includes negotiating and agreeing contracts and arrangements.
11. C. Insourcing is when the products or services are developed and/ or delivered internally by the business.
12. B. Multi-sourcing is the procurement of a product or service from more than one independent supplier.

13. A. The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events.
14. B. Warning events allow action to be taken before any negative impact is actually experienced by the business.
15. A. Automation is key to successful monitoring and event management. Some service components come with built-in tools for automation, while some may need it to be configured using other monitoring tools.
16. C. A release schedule is used to document the timing for releases. This schedule should be negotiated and agreed with customers and other stakeholders.
17. A. Informational events do not require action at the time they are identified.
18. C. A release postimplementation review enables learning and improvement, and helps to ensure that customers are satisfied.
19. B. One of the svs guiding principle is to progress iteratively with feedback.
20. C. A feedback loop is a term commonly used to refer to a situation where part of the output of an activity is used for new input.
21. D. A minimum viable product is a version of the final product which allows the maximum amount of validated learning with the least effort.
22. A. Standard changes are low-risk, pre-authorized changes that are well understood and fully documented, and can be implemented without needing additional authorization.
23. C. Exception events require action, even though business impact may not yet have been experienced.
24. D. The change schedule is used to help plan changes, assist in

communication, avoid conflicts, and assign resources.

25. D. Change enablement is usually focused on changes in products and services.
26. A. It is essential that the correct change authority is assigned to each type of change to ensure that change enablement is both efficient and effective.
27. D. Service actions are performed by the service provider according to the agreement with the consumer.
28. B. The supplier strategy, sometimes called the sourcing strategy, defines the organization's plan for how it will leverage the contribution of suppliers.
29. C. Software asset management (SAM) is an aspect of it asset management that is specifically aimed at managing the acquisition, development, release, deployment, maintenance, and eventual retirement of software assets.
30. A. It asset management requires accurate inventory information, which it keeps in an asset register.
31. A. Cloud-based assets must be assigned to specific products or groups so that costs can be managed.
32. B. Test environments are controlled environment established to test products, services, and other configuration items.
33. B. The acceptance criteria is a list of minimum requirements that a service or service component must meet for it to be acceptable to key stakeholders.
34. D. There are several specific methods (or frameworks) that are classed as agile, such as scrum, lean, and Kanban.
35. B. Best practices is a way of working that has been proven to be successful by multiple organizations.
36. B. Normal changes are changes that need to be scheduled,

assessed, and authorized following a process.

37. D. It asset management requires accurate inventory information, which it keeps in an asset register.
38. D. The purpose of the monitoring and event management practice is to systematically observe services and service components, and record and report selected changes of state identified as events.
39. A. Authentication is ensuring someone is who they claim to be this can be. This can be done when a user enters a password before logging into a computer.
40. C. The use of scripts can help diagnose and resolve a simple incident

Mock Exam 3

1. What is a justification for expenditure of organizational resources, providing information about costs, benefits, options, risks, and issues?
    a. Business spending
    b. Business assessment
    c. Business impact assessment
    d. Business case

2. What should be everyone responsibility in an organization?
    a. Fixing incidents
    b. Continual improvement
    c. Creating policies
    d. Implementing changes

3. Which of the following statement is correct about the continual improvement register (CIR)?
    a. There can be more than one CIR in an organization
    b. There must only be a single CIR for the entire organization
    c. The CIR should only be updated by a single group
    d. CIR's are not needed in an organization

4. What change maybe subject to less testing than others?
    a. Standard Change
    b. Normal change
    c. Emergency Change
    d. User Change

5. Information security is critically dependent upon the?
    a. Technology available to secured IT assets
    b. Skill level of the IT service manager
    c. The behavior of people throughout the organization
    d. Type of security software used in the organization

6. Which of the following statement is true about non-repudiation?
    a. It's about ensuring that someone can deny that they took

an action

b. It’s about ensuring that someone can’t deny that they took an action
c. It’s about what actions an individual took
d. It has nothing to do with the actions of an individual

7. Change enablement balances the need to make beneficial changes and _____?
    a. The method to implement the change
    b. The adverse effect of changes
    c. The evolving needs of the business
    d. The cost of the change

8. In high velocity organizations, it is common for change management practice to be?
    a. Done by a single group
    b. Done by only senior management
    c. Decentralized change approval
    d. Centralize change approval

9. Which of the following is not an external factor in the four dimensions model?
    a. Changes
    b. Political
    c. Economic
    d. Legal

10. What choice is defined in ITIL to support the holistic approach is service management?
    a. Four dimensions model
    b. Two dimensions model
    c. External factors model
    d. Service model

11. Which of the following can lead to poor decision-making and in turn impact the organization’s ability to improve internal capabilities?

a. Insufficient changes
b. Insufficient user training
c. Insufficient visibility of work
d. Insufficient understanding of costs

12. Which guiding principle is about ensuring that service management includes understanding of how all parts of an organization work together?
    a. Focus on value
    b. Collaborate and promote visibility
    c. Start where you are
    d. Think and work holistically

13. Which of the following will represent the steps and organization take in the creation of value?
    a. Four dimensions model
    b. The service value chain
    c. The guiding principles
    d. The ITIL practices

14. What is the point of communication between the service provider and all its users?
    a. Call center
    b. IT Director
    c. Service Desk
    d. Service Center

15. Which of the following statement is correct about service request fulfillment?
    a. Should be standardized and automated to the greatest degree possible
    b. Should not be automated and allow users to implement the changes themselves
    c. Should only be automated if users agree
    d. Automation should not be an option when requesting a change

16. What role is held accountable for the delivery of a specific service?
    a. Service Owner
    b. Service manager
    c. Service User
    d. Service Director

17. A risk assessment does not need to be repeated for which of the following change?
    a. Standard changes
    b. Normal Changes
    c. Emergency changes
    d. User changes

18. Which practice coordinates the classification and ownership of incidents?
    a. Change enablement
    b. Incident management
    c. Problem management
    d. Service desk

19. Engage, plan, and improve are examples of?
    a. Service value chain
    b. Service value
    c. Dimensions model
    d. Service management

20. Organizational change management manages the _____ aspects of changes to ensure that improvements and organizational transformations are implemented successfully.
    a. Cost
    b. People
    c. Service
    d. Implementation

21. Which is NOT a component of the service value system?
    a. Governance
    b. Four Dimensions

c. Service value chain
d. Continual Improvement

22. Which of the following statement is correct about effective incident management?
    a. Often requires a high level of collaboration within and between teams
    b. Often requires no collaboration between teams
    c. Often requires collaboration only between certain teams
    d. Only requires collaboration between the service desk and change management

23. Which service value chain activity is done to provide a good understanding of stakeholder needs?
    a. Plan
    b. Improve
    c. Engage
    d. Obtain/build

24. When managing information security, an organization must strive to achieve a balance between protecting the organization and _____.
    a. Allowing it to innovate
    b. Conserving resources
    c. Expending resources
    d. Training users

25. Which of the following practice has a major influence on how users perceived services?
    a. Supplier management
    b. Relationship management
    c. Service desk
    d. Deployment management

26. Which of the following is not an example of an operational metrics?
    a. Availability

b. Incident response times
c. Change and request processing times
d. Service deployment times

27. An IT asset is any _____ valuable component that can contribute to the delivery of an IT product or service.
    a. Commercially
    b. Financially
    c. User
    d. Service

28. Service request fulfillment generally includes which of the following types of changes?
    a. Emergency change
    b. Standard change
    c. Normal change
    d. Expedited change
29. Which deployment approach allows for frequent customer feedback?
    a. Phased deployment
    b. Big Bang deployment
    c. Pull deployment
    d. Continuous delivery

30. A router was recently upgraded with new memory. What practice will ensure this router is implemented into operations?
    a. Service desk
    b. Deployment management
    c. Service level management
    d. It asset management

31. What practice helps to optimize the use of valuable resources?
    a. IT asset management
    b. Service desks
    c. Incident management
    d. Problem management

32. Information security management is primary driven by?
    a. Users
    b. IT security manager
    c. The most senior level in the organization
    d. Type of security software available in the marketplace

33. What is it called when new or changed components are deployed to just part of the production environment at a time?
    a. Phased deployment
    b. Continuous delivery
    c. Big bang deployment
    d. Pull deployment

34. A new software has been made available on the network and users are able to install it at a time that is convenient for them. What deployment approaches this?
    a. Phased deployment
    b. Big Bang deployment
    c. Pull deployment
    d. Users deployment

35. Which of the following statement about change enablement is correct?

    1. Scope is defined by the organization
    2. There are 3 types of changes
    3. Change authority is who authorizes a change
        a. 1 and 2
        b. 1 and 3
        c. 2 and 3
        d. 1, 2 and 3

36. Which of the following would be an example of a service requests?
    a. Deploy a new change

b. Deploy a new software
c. Delaying the deployment of a new service
d. Giving feedback compliments and complaints about services

37. It is common practice to use a decentralize change approval process in what type of organization?
    a. Low-velocity organization
    b. Small organization
    c. High-velocity organization
    d. Large organization

38. The IT department will be installing a new application to all users over the weekend. What deployment approach is this?
    a. Phased deployment
    b. Continuous delivery
    c. Big Bang deployment
    d. All in one deployment

39. ITIL SVS includes how many general management practices?
    a. 10
    b. 12
    c. 14
    d. 26

40. Events are often classified as:

    1. Information
    2. Warning
    3. Exceptions
        a. 1 and 2 only
        b. 1 and 3 only
        c. 2 and 3 only
        d. All of the above

Answers

1. D. A business case is a justification for expenditure of organizational resources, providing information about costs, benefits, options, risks, and issues.
2. B. Continual improvement is everyone's responsibility.
3. A. There can be more than one CIR in an organization, as multiple CIR's can be maintained on individual, team, department, business unit, and organization levels
4. C. It maybe necessary to implement an emergency change with less testing due to time constraints.
5. C. Information security is critically dependent on the behavior of people throughout the organization.
6. B. Non-repudiation is about ensuring that someone can't deny that they took an action.
7. B. Change enablement must balance the need to make beneficial changes that will deliver value with the need to protect customers from the adverse effect of changes.
8. C. In high velocity organizations, is a common practice to decentralized change approval, making the peer review process a top predictor of high performance.
9. A. The four dimensions model external factors use the PESTEL model for external factors. The acronym stands for political, economic, social, technological, legal, and environmental factors.
10. A. To support the holistic approach to service management, ITIL defines four dimensions that collectively are critical to the effective and efficient facilitation of value for customers and our other stakeholders.
11. C. In the guiding principle of collaborate and promote visibility, we learned that insufficient visibility of work leads to poor decision-making, which in turn impacts the organization's ability to improve internal capabilities.

12. D. The guiding principle of think and work holistically is about taking a holistic approach to service management including establishing an understanding of how all parts of an organization work together in an integrated way.
13. B. The itil service value chain includes six activities that represents the steps an organization takes in the creation of value.
14. C. The service desk is the point of communication between the service provider and all its users.
15. A. Service requests and their fulfillment should be standardized and automated to the greatest degree possible.
16. A. A service owner is a role that is held accountable for the delivery of a specific service.
17. A. A standard change does not need a risk assessment to be repeated each time the change is implemented.
18. D. Service desks provide a clear path for users to report issues, queries, and requests, and have them acknowledged, classified, owned, and actioned.
19. A. The six value chain activities are: plan, improve, engage, design and transition, obtain/ build, and deliver and support.
20. B. Organizational change management manages the people aspects of changes to ensure that improvements and organizational transformation initiatives are implemented successfully.
21. B. The service value systems includes: service value chain, practices, guiding principles, governance, continual improvement.
22. A. Effective incident management often requires a high level of collaboration within and between teams.
23. C. The service value chain activity of engage is to provide a good understanding of stakeholder’s needs, transparency, and continuing engagement.

24. A. It is important to achieve a balance between protecting the organization from harm and allowing it to innovate. Information security controls that are too restrictive can harm an organization and not allow it to innovate easily.
25. C. It is essential to understand that the service desk has a major influence on user experience and how the service provider is perceived by the users.
26. D. Operational metrics are the low-level indicators of various operational activities and may include systems availability, incident response and fix times, change and request processing times, and systems response times.
27. B. An it asset is any financially valuable component that can contribute to the delivery of an it product or service
28. B. Fulfillment of service request may include changes to services or their components; usually these are standard changes.
29. D. Continuous delivery placement components are integrated, tested, and deployed when they are needed, providing frequent opportunities for customer feedback loops.
30. B. Deployment management is to move new or changed hardware, software, documentation, processes, or any other component to live environments.
31. A. It asset management helps optimize the use of valuable resources.
32. C. Information security management must be driven from the most senior level in the organization, based on clearly understood governance requirements and organizational policies.
33. A. Phased deployment is when the or changed components are deployed to just part of the production environment at a time.
34. C. Pull deployment is when new or changed software is made available in a controlled repository, and users download the

software to client devices when they choose.

35. D. The scope of change enablement is defined by each organization. The three types of changes are standard, normal, and emergency changes. The person or group who authorizes a change is known as a change authority.
36. D. Each service will request may include feedback, compliments, and complaints.
37. C. In high-velocity organizations, it is a common practice to decentralize change approval, making the peer review a top predictor of high performance.
38. C. A big bang deployment is when new or changed components are deployed to all targets at the same time.
39. C. The ITIL SVS includes 14 general management practices, 17 service management practices, and 3 technical management practices, all of which are subject to the four dimensions of service management.
40. D. Events are often classified as informational, warning, and exceptions.

Mock Exam 4

1. Who is responsible for embedding continuing improvement into the way people think and work at a workplace?
    a. Highest levels of the organization
    b. Society
    c. Service manager
    d. All members of society

2. Who defines the requirements for a service and takes responsibility for the outcomes of service consumption?
    a. User
    b. Sponsor
    c. Customer
    d. Service provider

3. What is important for the success of ITSM?
    a. Relationships with all key stakeholders are understood and managed.
    b. Suppliers and investors are known form the start of the service
    c. Government regulation are added as requirements
    d. Users define requirements

4. Services that an organization provides are based on
    a. One or more of its services
    b. One or more of its products
    c. One or more of its suppliers
    d. One or more of its customers

5. Which of the following would an organization consider its resources?

    1. People
    2. Information and Technology
    3. Value streams and processes
    4. Partners and Suppliers

a. 1 and 2 only
b. 1 and 3 only
c. 1 and 4 only
d. All of the above

6. A customer achieves value from a services without having to manage?
    a. Cost and risk
    b. Cost and time
    c. Cost and technology
    d. Cost and products

7. An outcome can be described as a?
    a. Need for a stakeholder
    b. Set of related services
    c. Result for a stakeholder enabled by one or more outputs
    d. Result for a service provider enabled by one or more products

8. Service providers present their services to consumers in the form of?
    a. Service gifts
    b. Service offerings
    c. Products
    d. Resources

9. Service offering generally includes?

    1. Goods
    2. Access to resources
    3. Service actions
    4. Technology

        a. 1, 2 and 3
        b. 1 and 4 only

c. 3 and 4 only
d. All of the above

10. When goods are transferred from the provider to the consumer, who takes responsibility for their future use?
    a. Supplier
    b. Service provider
    c. Stakeholder
    d. Consumer

11. Service actions must be performed by the service provider according to?
    a. Government regulations
    b. Agreement
    c. Service provider requirements
    d. Method of delivery

12. Which of the following ownership is not transferred to the customer?
    a. Goods
    b. Access to resources
    c. Service actions
    d. Technology

13. What is establish between two or more organizations to co-create value?
    a. Service offering
    b. Service technology
    c. Service relationship
    d. Service meeting

14. What is a tangible or intangible deliverable of an activity?
    a. Outcome
    b. Output
    c. Deliverable

d. Scope

15. What are the two types of cost from a service consumer's perspective?
    a. Costs removed and cost imposed by the service
    b. Risk cost and product cost
    c. Risk cost and cost removed
    d. Cost imposed and risk cost

16. What is a possible event that could cause harm to loss?
    a. Service failure
    b. Risk
    c. Service loss
    d. Service risk

17. What can be summarized as 'what the service can do'?
    a. Warranty
    b. Service function
    c. Service performance
    d. Utility

18. What practice ensures that conflicting stakeholder requirements are mediated appropriately?
    a. Relationship management practice
    b. Stakeholder Management
    c. Conflict management
    d. Problem management

19. What recovers from incidents after they have been detected?
    a. Prevention
    b. Detection
    c. Correction
    d. Users

20. What would be considered 'fit for use'

a. Service
b. Utility
c. Warranty
d. Usage

21. What ensures that someone can't deny that they took an action?
    a. Confidentiality
    b. Integrity
    c. Non-repudiation
    d. Availability

22. Products are configurations of?
    a. Information and technology
    b. People
    c. Processes
    d. Resources

23. What can cause services to become undeliverable or not meeting expectations?
    a. Cost of service being too high
    b. Risk not being removed
    c. Failing to address all four dimensions properly
    d. Service introducing new risk

24. What should every person in the organization have a clear understanding of?
    a. Their contribution towards creating value
    b. Their authority levels
    c. Their skillset and abilities
    d. Their work schedules

25. The organizations and people dimension of a service covers:

    1. Roles
    2. Formal Organization structures
    3. Processes

a. 1, 2 and 3
b. 1 and 2 only
c. 1 and 3 only
d. None of the above

26. What is one or more metrics that defines expected or achieved service quality?
    a. Service requirement
    b. Service goal
    c. Service achievement
    d. Service level

27. Which approach to deployment is done to when new or changed components are deployed to all targets at the same time?
    a. Phased deployment
    b. Continuous delivery
    c. Big bang deployment
    d. Pull deployment

28. _____ is any financially valuable component that can contribute to the delivery of an IT product or service.
    a. Service Asset
    b. Product Asset
    c. User Asset
    d. IT Asset

29. Information security management must be driven from?
    a. Users
    b. Senior level management
    c. IT Workers
    d. Regulators

30. If a security incident cannot be prevented, what must be done?
    a. Change the service
    b. Detection of the security of incident

c. Correction of the security of incident
d. Changes in user training

31. If a security incident cannot be prevented, what must be done?
    a. Change the service
    b. Detection of the security of incident
    c. Correction of the security of incident
    d. Changes in user training

32. Information security is critically dependent on the?
    a. IT Assets
    b. Behavior of people
    c. Software used throughout the organization
    d. Skills of IT workers

33. What ensures that someone is who they claim to be?
    a. Confidentiality
    b. Integrity
    c. Non-repudiation
    d. Authentication

34. What can be summarized as ‘how the service performs?
    a. Warranty
    b. Service function
    c. Service performance
    d. Utility

35. The purpose of the _____ practice is to protect the information needed by the organization to conduct its business.
    a. Information security management
    b. Asset security management
    c. User security management
    d. Problem management

36. The organization should evaluate and select suppliers based on

    1. Important and impact

2. Risk
3. Cost

a. 1, 2, and 3
b. 1 and 2 only
c. 2 and 3 only
d. 1 and 3 only

37. What is the ability of an organization, person, process, application, configuration item, or IT service to carry out an activity called?
    a. Offering
    b. Capability
    c. Skills
    d. Competence

38. Service offerings describes?
    a. Resources
    b. Information and technology
    c. One or more services based on one or more products.
    d. One or more configuration based on one or more technology

39. What is a repeatable approach to the management of a particular type of change?
    a. Change strategy
    b. Change method
    c. Change model
    d. Change types

40. What is a security objective that ensures information is not made available or disclosed to unauthorized entities?
    a. Confidentiality
    b. Entitled
    c. Availability
    d. Authentication

Answers

1. A. The highest levels of the organization need to take responsibility for embedding continuing improvement into the way that people think and work.
2. C. A customer is someone who defines the requirements for a service and takes responsibility for the outcomes of service consumption.
3. A. It is important that relationships with all key stakeholders are understood and managed.
4. B. The services that an organization provides are based on one or more of its products
5. D. Organizations own or have access to a variety of resources, including people, information and technology, value streams and processes, and partners and suppliers.
6. A. A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks.
7. C. An outcome is a result for a stakeholder enabled by one or more outputs.
8. B. Service providers present their services to consumers in the form of service offerings.
9. A. A service offering may include goods, access to resources, and service actions.
10. D. Goods are supposed to be transferred from the provider to the consumer, with the consumer taking the responsibility for their future use.
11. B. Service actions are performed by the service provider according to the agreement with the consumer.
12. B. Access to resources ownership is not transferred to the

consumer

13. C. Service relationship are established between two or more organizations to co-create value.
14. B. An output is a tangible or intangible deliverable of an activity.
15. A. From the service consumer’s perspective, there are two types of cost involved in service relationships, cost removed and cost imposed by the service.
16. B. Risk is a possible event that could cause harm or loss, or make it more difficult to achieve objectives.
17. D. Utility can be summarized as ‘what the service can do'.
18. A. The relationship management practice ensures that conflicting stakeholder requirements are mediated appropriately.
19. C. Correction is recovering from incidents after they are detected.
20. C. Warranty can be used to determine whether a service is ‘fit for use’.
21. C. Non-repudiation is ensuring that someone can’t deny that they took an action.
22. D. Products are configurations of these resources, created by the organization.
23. C. Failing to address all four dimensions properly may result in services becoming undeliverable, or not meeting expectations of quality or efficiency.
24. A. Every person in the organization should have a clear understanding of their contribution towards creating value for the organization
25. B. The organizations and people dimension of a service covers roles and responsibilities, formal organizational structures, culture, and required staffing and competencies, all of which are related to the creation, delivery, and improvement of a service.

26. D. Service level is one or more metrics that defines expected or achieved service quality.
27. C. Big bang deployment is when new or changed components are deployed to all targets at the same time. This approach is sometimes needed when dependencies prevent the simultaneous use of both the old and new components.
28. D. It asset is any financially valuable component that can contribute to the delivery of an it product or service.
29. B. Information security management must be driven from the most senior level in the organization, based on clearly understood governance requirements and organizational policies.
30. B. If a security incident cannot be prevented it must be detected in a rapidly and reliable method.
31. B. Detection of the security of incident
32. B. Information security is critically dependent on the behavior of people throughout the organization.
33. D. Authentication is ensuring that someone is who they claim to be such as providing a password to a system.
34. A. Warranty can be summarized as ‘how the service performs
35. A. The purpose of the information security management practice is to protect the information needed by the organization to conduct its business.
36. A. The organization should evaluate and select suppliers based on importance and impact which is the value of the service to the business, provided by the supplier.
37. B. A capability is the ability of an organization, person, process, application, configuration item, or it service to carry out an activity.
38. C. Service offerings describes one or more services based on one

or more products.

39. D. A change model is a repeatable approach to the management of a particular type of change.
40. A. Confidentiality is a security objective that ensures information is not made available or disclosed to unauthorized entities.

Mock Exam 5

1. What is an arrangement of configuration items (CIs) or other resources that work together to deliver a product or service?
    a. Configuration
    b. Formation
    c. CMS
    d. CMDB

2. What is a measure of whether the objectives of a practice, service or activity have been achieved?
    a. Effectiveness
    b. Efficiency
    c. Cost Saving
    d. Objectives definition

3. What is the maximum acceptable period of time following a service disruption that can elapse before the lack of business functionality severely impacts the organization?
    a. RPO
    b. RTO
    c. BIA
    d. Disaster recovery plan

4. Which practice is done to ensure that the availability and performance of a service are maintained at sufficient levels in case of a disaster?
    a. Disaster recovery service
    b. Business continuity management
    c. Service continuity management
    d. Continuity management

5. What practice is done to capture demand for incident resolution and service requests
    a. Help Desk management
    b. Service Desk
    c. IT Management
    d. Incident management

6. What is a measure of whether the right amount of resources have been used by a practice, service, or activity?
    a. Effectiveness
    b. Efficiency
    c. Cost Saving
    d. Objectives

7. What is a flaw or vulnerability that may cause incidents?
    a. Hole
    b. Incorrect application usage
    c. Break
    d. Error

8. What is the policy that governs an organization's approach to information security management?
    a. Security Policy
    b. Information security policy
    c. Organization security policy
    d. Security management policy

9. All of the hardware, software, networks, and facilities that are required to develop, test, deliver, monitor, manage, and support IT services are called?
    a. IT Components
    b. IT Equipment
    c. IT Assets
    d. IT infrastructure

10. What is an important metric used to evaluate the success in meeting an objective?
    a. Key metric indicator
    b. Performance indicator
    c. Key performance indicator
    d. Key achievement indicator

11. What is an approach that focuses on improving workflows by maximizing value through the elimination of waste?
    a. Waterfall
    b. Project Management
    c. Lean
    d. Spiral

12. What is known as the full set of stages, transitions, and associated statuses in the life of a service, product, practice, or other entity?
    a. Service cycle
    b. Lifecycle
    c. Service circle
    d. Circle

13. What is known as the ease with which a service or other entity can be repaired or modified?
    a. Maintainability
    b. Changeability
    c. Configuration
    d. Setting
14. What is a product with just enough features to satisfy early customers, and to provide feedback for future product development?
    a. Minimum usable product
    b. Minimum viable product
    c. Lease viable product
    d. Lease usable product

15. What is known as the routine running and management of an activity, product, service, or other configuration item?
    a. Organization task
    b. Organization calendar
    c. Continuous activities
    d. Operation

16. What is known as the ability of an organization to anticipate, prepare for, respond to, and adapt to unplanned external influences?
    a. Organizational plans

b. Organizational resilience
c. Organizational wiliness
d. Organizational plans

17. What is a set of tools, data, and information that is used to support service configuration management?
    a. Configuration management system
    b. IT System management
    c. Server management system
    d. CI management system

18. What is known as a test implementation of a service with a limited scope in a live environment?
    a. Test run
    b. Demo
    c. Prototype
    d. Pilot

19. What is a cooperation between a service provider and service consumer?
    a. Service provision
    b. Service usage
    c. Service relationship
    d. Service management

20. Which practice is done to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services?
    a. Vendor management
    b. Supplier management
    c. Outsource management
    d. Relationship management

21. What is the name of the type of relationship between an organization and its supplier where external suppliers provide products and

services that were previously provided internally?

a. Insourcing
b. Outsourcing
c. Single Source
d. Multi-Sourcing

22. Which practice is done to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule?

a. Adjustment Control
b. Service change management
c. Service control
d. Change enablement

23. What is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services?

a. Service modification
b. Service request
c. Service adjustment
d. Service Change

24. _____ practice may also be involved in positioning components to other environments for testing or stage in.

a. Change enablement
b. Incident management
c. Service desks
d. Deployment management

25. What is a change that must be implemented as soon as possible?

a. Non-standard change
b. Emergency change
c. Quick change
d. Fast change

26. What is an unplanned interruption to a service or reduction in the quality of a service?
    a. Change
    b. Problem
    c. Incident
    d. Error

27. Every incident should be?
    a. Reported to management
    b. Escalated to higher support
    c. Analyze for problems
    d. Be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user.

28. What practice is done to plan and manage the full lifecycle of all IT assets?
    a. IT Asset control
    b. IT Asset System
    c. IT Asset management
    d. Asset management

29. What is any financially valuable component that can contribute to the delivery of an IT product or service?
    a. IT Asset
    b. Technology
    c. Service
    d. Software

30. What step in the ITIL continual improvement model provides context for all subsequent decisions and links individual actions to the organization's vision for the future?
    a. What is the vision?
    b. Where do we want to be?
    c. How to measure the progress?
    d. Take action?

31. After you have determined where are we now, what should you do

next?

a. Determined where do we want to be
b. Determined how to get there
c. Determined how to keep it going
d. Determined how to take action.

32. In what step would you setup KPI's
    a. What is the vision?
    b. Where do we want to be?
    c. How to measure the progress?
    d. Take action?

33. What management practice is done for planning and implementing improvements?
    a. Continual improvement
    b. Information security management
    c. Relationship management
    d. Supplier management

34. To track and manage improvement ideas from identification through to final action, organizations use a database or structured document called a?
    a. Continual improvement list
    b. Continual improvement document
    c. Continual improvement spreadsheet
    d. Continual improvement register

35. Which practice is done to protect the information needed by the organization to conduct its business?
    a. Security management
    b. Information security management
    c. Asset protection management
    d. Information management

36. Which practice is done to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?
    a. Vendor management

b. Supplier management
c. Relationship management
d. Customer management

37. Where should information about the assets, their costs, and related contracts be stored?
    a. IT asset list
    b. IT asset database
    c. IT asset register
    d. IT asset catalog

38. What is any change of state that has significance for the management of a service or other configuration item (CI) called?
    a. Problem
    b. Incident
    c. Action
    d. Event

39. What is it called when New or changed software is made available in a controlled repository, and users download the software to client devices when they choose?
    a. Phased deployment
    b. Continuous delivery
    c. Big bang deployment
    d. Pull deployment

40. What practice allows an organization to meet regulatory and contractual requirements concerning IT assets?
    a. IT asset management
    b. Deployment management
    c. Incident management
    d. Relationship management

Answers

1. A. Configuration is an arrangement of configuration items (cis) or other resources that work together to deliver a product or service.
2. A. Effectiveness is a measure of whether the objectives of a practice, service or activity have been achieved.
3. B. The recovery time objective (RTO) is the maximum acceptable period of time following a service disruption that can elapse before the lack of business functionality severely impacts the organization.
4. B. The purpose of the service continuity management practice is to ensure that the availability and performance of a service are maintained at sufficient levels in case of a disaster.
5. C. The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider with all of its users.
6. B. Efficiency is a measure of whether the right amount of resources have been used by a practice, service, or activity.
7. D. An error is a flaw or vulnerability that may cause incidents
8. B. The information security policy governs an organization's approach to information security management.
9. D. It infrastructure is all of the hardware, software, networks, and facilities that are required to develop, test, deliver, monitor, manage, and support it services.
10. C. A key performance indicator (kpi) is an important metric used to evaluate the success in meeting an objective.
11. C. Lean is an approach that focuses on improving workflows by maximizing value through the elimination of waste.

12. B. A lifecycle is the full set of stages, transitions, and associated statuses in the life of a service, product, practice, or other entity.
13. A. Maintainability is as the ease with which a service or other entity can be repaired or modified.
14. B. A minimum viable product (MVP) is a product with just enough features to satisfy early customers, and to provide feedback for future product development.
15. D. Operation is the routine running and management of an activity, product, service, or other configuration item.
16. B. Organizational resilience is the ability of an organization to anticipate, prepare for, respond to, and adapt to unplanned external influences.
17. A. A configuration management system is a set of tools, data, and information that is used to support service configuration management.
18. A. A pilot is a test implementation of a service with a limited scope in a live environment.
19. C. Service relationship is a cooperation between a service provider and service consumer.
20. B. The purpose of the supplier management practice is to ensure that the organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services.
21. B. Outsourcing is the process of having external suppliers provide products and services that were previously provided internally.
22. D. The purpose of the change enablement practice is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

23. D. Service change is the addition, modification, or removal of anything that could have a direct or indirect effect on services.
24. D. Deployment management may also be involved in deploying components to other environments for testing or staging.
25. B. Emergency changes are changes that must be implemented as soon as possible.
26. D. An incident is an unplanned interruption to a service or reduction in the quality of a service.
27. D. Every incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user.
28. C. The purpose of the it asset management practice is to plan and manage the full lifecycle of all it assets, to help the organization maximize value, control costs, manage risks, support decision-making about purchase, re-use, retirement, and disposal of assets, meet regulatory and contractual requirements.
29. A. An it asset is any financially valuable component that can contribute to the delivery of an it product or service.
30. A. The first step of the continual improvement model is to define the vision of the initiative. This provides context for all subsequent decisions and links individual actions to the organization’s vision for the future.
31. A. The step after where are we now is where do we want to be.
32. B. In the step of where do we want to be is where improvement objectives can be set, along with critical success factors (CSF) and key performance indicators (KPI).
33. A. Continual improvement key actives includes making business cases for improvement action, planning and implementing improvements, and measuring and evaluating improvement results.

34. D. To track and manage improvement ideas from identification through to final action, organizations use a database or structured document called a continual improvement register (CIR).
35. B. The information security management practice is to protect the information needed by the organization to conduct its business.
36. C. The purpose of the relationship management practice is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels.
37. C. It asset management maintains information about the assets, their costs, and related contracts in the it asset register.
38. D. An event is any change of state that has significance for the management of a service or other configuration item (ci).
39. D. Pull deployment is when new or changed software is made available in a controlled repository, and users download the software to client devices when they choose.
40. A. The it asset management practice is used to manage the full lifecycle of all it assets and to help the organization meet regulatory and contractual requirements.

Mock Exam 6

1. What is the purpose of the SVS?
    a. To ensure the organization manages it resources correctly
    b. To ensure that the organization continually co-creates value with all stakeholders through the use and management of products and services
    c. To ensure it meets customer's needs
    d. To create value for itself

2. What would knowledge bases, inventory systems, and communication systems be considered on the four dimensions model?
    a. Information and technology
    b. Value streams and processes
    c. Partners and suppliers
    d. People and organization

3. What are some of the challenges of information management?
    a. Blockchain and artificial intelligence
    b. Cognitive computing
    c. Security and compliance
    d. Databases

4. What is a question an organization should ask when working in information and technology?
    a. How much does the technology cost?
    b. Does the technology introduce new risk or constraints to the organization?
    c. How will the information and technology sell?
    d. What are the customer's technological needs?

5. What can have a significant impact on the technology a company chooses?
    a. Time needed
    b. Culture
    c. Risk

d. Scope

6. What can be defined as a model for enabling on-demand network access to a shared pool of configurable computing resources that can be rapidly provided with minimal management effort or provider interactions?
    a. Cloud computing
    b. On-demand computing
    c. External computing
    d. Outsource computing

7. What dimension encompasses an organization relationships with other organizations to provide services?
    a. Information and technology
    b. Partners and Vendors
    c. Partners and suppliers
    d. Suppliers and Vendors

8. What are some factors that influences an organization strategy when using suppliers?
    1. Strategic Focus
    2. Corporate Culture
    3. Cost Concerns
    4. Internal technology usage

    a. 1 and 2
    b. 1 and 3
    c. 1, 2, and 3
    d. All of the above

9. Which dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services?
    a. Information and technology
    b. Value streams and processes
    c. Partners and suppliers
    d. People and organization

10. What does the value streams and processes dimension focus on?
    a. What activities the organization undertakes and how they are organized
    b. What processes the organization uses to manage technology
    c. What activities are used to manage suppliers
    d. What activities are used to create services

11. Which of the following are steps in the ITIL continual improvement model?

    1. What is the vision?
    2. Where do we want to be?
    3. How to measure the progress?
    4. Take action?

    a. 1 and 2 only
    b. 1 and 3 only
    c. 1, 2 and 4 only
    d. All of the above

12. What is defined as a set of activities that transform inputs to outputs?
    a. Service
    b. Process
    c. Procedure
    d. Activity

13. Which of the following is a ITIL guiding principle?
    a. Focus on customer needs
    b. Focus on cost
    c. Focus on Value
    d. Focus on risk

14. What does the S in the PESTLE framework mean?

a. Service
b. Sector
c. Set
d. Social

15. What describes how all the components and activities of the organization work together as a system to enable value creation?
    a. Service value system (SVS)
    b. Service variations system (SVS)
    c. Service verification system (SVS)
    d. Service system (SS)

16. Which of the following are components of the SVS?

    1. Guiding principles
    2. Governance
    3. Service value Chain
    4. Practices

    a. 1 and 2 only
    b. 2 only
    c. 1, 2, and 3
    d. All of the above

17. What is one of the biggest challenges an organization can face when trying to work effectively and efficiently with a shared vision?
    a. Organizational silos
    b. Organizational risk
    c. Organizational culture
    d. Organizational Cost

18. Which practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors?
    a. Event management

b. Incident management
c. Problem management
d. Event and problem management

19. What represents options or possibilities to add value for stakeholders or otherwise improve the organization?
    a. Opportunity
    b. Demand
    c. Customer
    d. Service

20. What is a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure?
    a. Guiding Service
    b. Guiding principle
    c. Service principle
    d. Manage principle

21. What should you do if a process, service, action or metric fails to provide value or produce a useful outcome?
    a. Fix it
    b. Eliminate it
    c. Redo it
    d. Improve it

22. What method when applied to software development, focus on the delivery of incremental changes to software products while responding to the changing (or evolving) needs of users?
    a. Waterfall method
    b. Change method
    c. Incremental method
    d. Agile method

23. What is usually detailed in a process?
    a. Services
    b. Events

c. Procedures
d. Actions

24. What method emphasizes close collaboration between the roles of software development and technical operations?
    a. Agile Method
    b. Change Method
    c. DevOps Method
    d. Waterfall method

25. What is the service value chain activity is done to ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market?
    a. Engage
    b. Design
    c. Plan
    d. Design and transition

26. The ITIL continual improvement model has _____ steps?
    a. 4
    b. 5
    c. 6
    d. 7

27. What can be defined as a series of steps an organization undertakes to create and deliver products and services to consumers?
    a. Value maps
    b. Process maps
    c. Process stream
    d. Value stream

28. What event do not require action at the time they are identified?
    a. Informational
    b. Logging
    c. Status

d. Error

29. What is a cause, or potential cause, of one or more incidents?
    a. Event
    b. Problem
    c. Know Error
    d. Error

30. What is a problem that has been analyzed but has not been resolved?
    a. Unresolved issue
    b. Known error
    c. User error
    d. Unresolved incidents

31. What is a solution that reduces or eliminates the impact of an incident or problem for which a full resolution is not yet available?
    a. Risk reduction
    b. Workaround
    c. Temporary solution
    d. Provisional solution

32. What should be defined by the organization for each of their products and services?
    a. Value maps
    b. Process maps
    c. Process stream
    d. Value stream

33. What is a version of a service or other configuration item, or a collection of configuration items, that is made available for use?
    a. Event
    b. Update
    c. Fix
    d. Release

34. Which practice is done to make new and changed services and

features available for use?

a. Problem management
b. Release management
c. Update management
d. Service update management

35. What in the service value chain is done to provide a good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders?
    a. Improve
    b. Engage
    c. Design
    d. Deliver and support

36. What is any component that needs to be managed in order to deliver an IT service?
    a. Configuration component
    b. Configuration item
    c. Configuration system
    d. Technology Configuration

37. Which ITIL guiding principle recommends using existing services and processes and tools while improving services?
    a. Progress iteratively with feedback
    b. Keep it simple and practical
    c. Start where you are
    d. Optimize and automate

38. Which practice ensures that risks have been properly assessed?
    a. Service configuration management
    b. Continual Improvement
    c. Incident management
    d. Change enablement
39. What represents the need or desire for products and services from internal and external customers?
    a. Opportunity
    b. Demand

c. Customer
d. Service

40. What includes identification of potential permanent solutions which may result in a change request for implementation of a solution, but only if this can be justified in terms of cost, risks, and benefits?
    a. Error Control
    b. User Control
    c. Problem control
    d. Fix Management

Answers

1. B. The purpose of the SVS is to ensure that the organization continually co-creates value with all stakeholders through the use and management of products and services.
2. A. The information and technology that support service management include, but are not limited to, workflow management systems, knowledge bases, inventory systems, communication systems, and analytical tools.
3. C. The challenges of information management, such as those presented by security and regulatory compliance requirements are a focus of information and technology.
4. B. Does this technology introduce new risks or constraints to the organization (for example, locking it into a specific vendor)?
5. B. The culture of an organization may have a significant impact on the technologies it chooses to use.
6. A. Cloud computing is a model for enabling on-demand network access to a shared pool of configurable computing resources that can be rapidly provided with minimal management
7. C. The partners and suppliers dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support, and/ or continual improvement of services.
8. C. Some factors that influences an organization strategy when using suppliers includes strategic focus, corporate culture, resource scarcity, cost concerns, subject matter expertise, external constraints, and demand patterns.
9. B. The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and

services.

10. A. The dimension focuses on what activities the organization undertakes and how they are organized, as well as how the organization ensures that it is enabling value creation for all stakeholders efficiently and effectively.
11. C. What is the vision, where are we now, where do we want to be, how do get there, take action, did we get there, and how do we keep the momentum going are the steps in the itil continual improvement model.
12. B. A process is a set of activities that transform inputs to outputs
13. C. Everything that the organization does needs to map, directly or indirectly, to value for the stakeholders.
14. D. Pestle is an acronym for the political, economic, social, technological, legal, and environmental
15. A. The ITIL SVS describes how all the components and activities of the organization work together as a system to enable value creation.
16. D. The SVS includes guiding principles, governance, service value chain, practices and continual improvement.
17. A. One of the biggest challenges an organization can face when trying to work effectively and efficiently with a shared vision, or to become more agile and resilient, is the presence of organizational silos.
18. C. The purpose of the problem management practice is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.
19. A. Opportunity represents options or possibilities to add value for stakeholders or otherwise improve the organization.

20. B. A guiding principle is a recommendation that guides an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.
21. B. If a process, service, action or metric fails to provide value or produce a useful outcome, eliminate it.
22. D. Agile methods, when applied to software development, focus on the delivery of incremental changes to software products while responding to the changing (or evolving) needs of users.
23. C. Processes are usually detailed in procedures, which outline who is involved in the process, and work instructions.
24. C. DevOps methods build on agile software development and service management techniques by emphasizing close collaboration between the roles of software development and technical operations.
25. D. The purpose of the design and transition value chain activity is to ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market.
26. D. The ITIL continual improvement model contains 7 steps.
27. D. A value stream is a series of steps an organization undertakes to create and deliver products and services to consumers.
28. A. Informational events do not require action at the time they are identified, but analyzing the data gathered from them at a later date may uncover desirable, proactive steps that can be beneficial to the service.
29. B. A problem is a cause, or potential cause, of one or more incidents.
30. B. A know error is a problem that has been analyzed but has not been resolved.
31. B. A workaround is a solution that reduces or eliminates the

impact of an incident or problem for which a full resolution is not yet available.

32. D. Value streams should be defined by organizations for each of their products and services.
33. D. A release is a version of a service or other configuration item, or a collection of configuration items, that is made available for use.
34. B. The purpose of the release management practice is to make new and changed services and features available for use.
35. B. The purpose of the engage value chain activity is to provide a good understanding of stakeholder needs, transparency, and continual engagement and good relationships with all stakeholders.
36. B. A configuration item is any component that needs to be managed in order to deliver an it service.
37. C. Start where you are is the guiding principle of understanding what you currently have and how to reuse them for improvement. You don’t necessarily need to start all over again.
38. D. Change enablement is where you should assess risk before implementing changes in a system or organization process.
39. B. Demand represents the need or desire for products and services from internal and external customers.
40. A. Error control includes identification of potential permanent solutions which may result in a change request for implementation of a solution, but only if this can be justified in terms of cost, risks, and benefits.