

# Test 1

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## Question 14: Incorrect

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**Which guiding principle is most affected by the customer experience (CX)?**

- A) Progress iteratively with feedback (Incorrect)
- B) Focus on value (Correct)
- C) Think and work holistically
- D) Start where you are

**Explanation** The customer experience (CX) is an important element of value. The customer experience must be actively managed. The service provider must know how service consumers use each service and understand the entirety of the interactions that a customer has with an organization and its products to fully understand the customer experience. This is mainly identified and explored through a 'focus on value.'

## Question 20: Incorrect

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**Which of these are NOT a key focus of the 'partners and suppliers' dimension?**

- A) Work-flow management and inventory systems (Correct)
- B) Roles and responsibilities
- C) Contracts and agreements
- D) Security and compliance (Incorrect)

**Explanation** The 'partners and suppliers' dimension focuses on the organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support, and/or continual improvement of services. This also incorporates contracts and other agreements between the organization and its partners or suppliers.

## Question 24: Incorrect

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**Which step of the continual improvement model states that “each improvement initiative should support the organization’s goals and objectives”?**

- A) Where are we now
- B) What is the vision (Correct)
- C) Where do we want to be (Incorrect)
- D) How do we get there

**Explanation** According to the step called ‘what is the vision’, each improvement initiative should support the organization’s goals and objectives.

## Question 29: Incorrect

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**What is a change schedule NOT used for?**

- A) Developing features (Correct)
- B) Planning changes
- C) Avoiding conflicts
- D) Assigning resources (Incorrect)

**Explanation** A change schedule is used to help plan changes, assist in communication, avoid conflicts, and assign resources. By publishing the change schedule, everyone in the organization can know when a change is occurring, what people or components will be affected by the change, and when downtime or outages may occur. Change schedules are not used to develop features for a service.

## Question 32: Incorrect

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**What is NOT a phase in problem management?**

- A) Problem Identification
- B) Problem classification (Correct)
- C) Problem control
- D) Error control (Incorrect)

**Explanation** Problem management involves three distinct phases: problem identification, problem control, and error control.

## Question 39: Incorrect

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**How does 'service level management' contribute to the 'plan' value chain activity?**

- A) Uses feedback from users about the service and requirements from customers to make the service better
- B) Provides information about the actual service performance and trends (Correct)
- C) Collects and processes feedback from customers and users
- D) Collects feedback during interactions and communicates service performance objectives to the operations and support teams (Incorrect)

**Explanation** The 'plan' activity in the service level management practice supports planning of the product and service portfolio and service offerings with information about the actual service performance and trends.

## Test 2

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## Question 2: Incorrect

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**Identify the missing word(s) in the following sentence. A customer is a person who defines the requirements for a service and takes responsibility for the [?] of service consumption.**

- A) Outcomes (Correct)
- B) Cost (Incorrect)
- C) Outputs
- D) Benefits

**Explanation** A customer is a person who defines the requirements for a service and takes responsibility for the outcomes of service consumption.

## Question 3: Incorrect

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### What is the definition of an IT asset?

- A) A particular set of settings or options on a given piece of equipment
- B) Any valuable component that can contribute to the delivery of an IT product or service (Correct)
- C) 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
- D) Any component that needs to be managed in order to deliver an IT service (Incorrect)

**Explanation** An IT asset is any valuable component that can contribute to the delivery of an IT product or service.

## Question 17: Incorrect

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**During a review of the New Account Creation process at your company, you determine that the current process requires 15 steps to create a new account. As you analyze each step, you find that steps 3 and 5 provide no value to the process or the organization. Based on which guiding principle should you eliminate steps 3 and 5 from the process?**

- A) Think and work holistically
- B) Keep it simple and practical (Correct)
- C) Optimize and automate (Incorrect)
- D) Focus on value

**Explanation** When analyzing a practice, process, service, metric, or other improvement targets, always ask whether it contributes to value creation. If value is not being created, then eliminate the unnecessary steps to simplify the process.

## Question 23: Incorrect

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**Your company has recently engaged a new supplier to provide you with 3 routers that will handle 1 Gbps of throughput. They are scheduled for installation in three months. Your team is currently configuring the devices in preparation for installation into the network architecture based upon the design requirements. Which value chain activity would best categorize your configuration actions in this scenario?**

- A) Design and transition (Incorrect)
- B) Engage
- C) Obtain/build (Correct)
- D) Deliver and support

**Explanation** The 'obtain/build' value chain activity ensures that service components are available when and where they are needed and meet agreed specifications. Configuration of the devices based upon the designs provided would best be classified as an action that occurs during the 'obtain/build' value chain activity.

## **Question 25: Incorrect**

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**You are working as part of an improvement initiative and your team would like to release a new module into the existing Customer Relationship Management system. Which type of change should you initiate?**

- A) Standard (Incorrect)
- B) Normal (Correct)
- C) Emergency
- D) Routine

**Explanation** Normal changes are changes which need to be scheduled, assessed, and authorized following a standard process. These changes are not considered routine (like a standard change). They are also not considered urgent and don't need to be implemented as soon as possible to recover from an incident (like an emergency change). In this example, the system is currently working perfectly fine, but you want to add a new function/feature to improve it. This should go through the normal change process. (Note: Routine is not a type of change in ITIL 4.)

## Question 28: Incorrect

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**You are attempting to print a document from your workstation to the network printer in your office. The print job failed when you attempted to print, so you called the service desk for assistance. What term best describes your issue?**

- A) Problem
- B) Event (Incorrect)
- C) Incident (Correct)
- D) Resolution

**Explanation** An incident is an unplanned interruption to a service or reduction in the quality of a service.

## Question 30: Incorrect

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**What is usually included as part of 'incident management'?**

- A) Scripts for collecting initial information about incidents (Correct)
- B) Detailed procedures for the diagnosis of incidents (Incorrect)
- C) Authority to implement changes to a system
- D) Observation of all services and service components to identify any change in state

**Explanation** This process does not usually include detailed procedures on how to diagnose, investigate, and resolve incidents.

## Question 31: Incorrect

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**You are working as a service desk analyst. Within the last hour, you have received 13 calls about users being unable to log on to the network. There appears to be something wrong with the domain controller. What would you classify this scenario as?**

- A) Incident (Incorrect)
- B) Workaround

- C) Problem (Correct)
- D) Event

**Explanation** A problem is a cause, or potential cause, of one or more incidents. Since you have received 13 calls (13 potential incidents), and the common issue appears to be the domain controller, the domain controller might be the problem.

## Question 32: Incorrect

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The users on the fourth floor of your building keep calling the service desk to report that their network connectivity is not working properly. The service desk logs each of these incidents, but since there are multiple incidents for the same issue, they forward it to the problem management activity for resolution. During your analysis, you determine that the network switch that services the entire fourth floor is broken and will need to be replaced. You checked the current inventory of spares, but there are none available. It appears this problem will remain for 24 hours until a new switch can be received and installed, How would you categorize the issue described in this scenario?

- A) Known Error (Correct)
- B) Workaround
- C) Problem
- D) Incident (Incorrect)

**Explanation** A known error is a problem that has been analyzed but has not been resolved. Since the issue is known (the network switch is broken and must be replaced), but not resolved (awaiting a new switch to arrive and be configured), this is a known error.

## Question 37: Incorrect

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**You are in a quarterly service level management review with your supervisor. The manager asks your supervisor if the service desk has been meeting their SLA target metrics. Your supervisor proudly proclaims that everything is 'green' (meaning, we are meeting all of the targets). Just then, another executive asks, "If everything is showing as 'green', why am I hearing other users complain that the service is always unavailable for use?" What might be the reason for this?**

- A) Your supervisor's data is based on operational metrics
- B) Your supervisor's data is based on business metrics
- C) Your supervisor's data is based on availability metrics (Incorrect)
- D) Your supervisor's data is not based on business outcomes (Correct)

**Explanation** Often, service level management reviews show as a 'watermelon', all green on the outside and red on the inside. This means that teams are often measuring the wrong things. For example, if you are measuring the uptime of a single server, this isn't important to the end user or business objective or outcome. Instead, there should be a balanced 'bundle' of metrics to properly account for the business objectives as defined by outcomes and not simply operational metrics.

## **Question 38: Incorrect**

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**How does 'service level management contribute to the 'improve' value chain activity?**

- A) Uses feedback from users about the service and requirements from customers to make the service better (Correct)
- B) Provides feedback from interactions with customers into new or changed services
- C) Provides information about the actual service performance and trends (Incorrect)
- D) Collects feedback during interactions and communicates service performance objectives to the operations and support teams

**Explanation** The 'improve' activity in the service level management practice uses feedback from users about the service and requirements from customers to make recommendations to improve the service.

## **Question 40: Incorrect**

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## What is an example of an action a service request management employee would undertake as part of the 'design and transition' activity?

- A) Ensuring users continue to be productive when they need assistance from the service provider
- B) Collect user-specific requirements, setting expectations, and providing status updates (Incorrect)
- C) Acquiring pre-approved service components to help fulfill service requests
- D) Initiating standard changes to fulfill service requests (Correct)

**Explanation** This is the 'design and transition' activity. Standard changes to services can be initiated and fulfilled as service requests.

## Question 5: Incorrect

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Identify the missing word in the following sentence. The [?] is the practice of capturing demand for incident resolution and service requests.

- A) Incident Management
- B) Service Level Management
- C) Service Request Management (Incorrect)
- D) Service Desk (Correct)

**Explanation** The service desk is the practice of capturing demand for incident resolution and service requests.

## Question 20: Incorrect

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### During which step of the continual improvement model do you create your objective baseline measurement?

- A) What is the vision
- B) Where are we now (Correct)
- C) How do we get there
- D) Where do we want to be (Incorrect)

**Explanation** The 'where are we now' step is focused on determining the current state of the organization, including mapping out existing processes, conducting objective measurement through metrics, and available resources.

## Question 22: Incorrect

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**What is usually included as part of 'incident management'?**

- A) Detailed procedures for the diagnosis of incidents
- B) Formalized processes for logging incidents (Correct)
- C) Observation of all services and service components to identify any change in state
- D) Authority to implement changes to a system (incorrect)

**Explanation** This process does not usually include detailed procedures on how to diagnose, investigate, and resolve incidents.

## Question 26: Incorrect

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**How does 'service request management' contribute to the 'engage' value chain activity?**

- A) It ensures that users continue to be productive when they need assistance from the service provider
- B) It collects user-specific requirements, sets expectations, and provides status updates (acsd)
- C) By initiating standard changes to fulfill service requests
- D) It acquires pre-approved service components to help fulfill requests

**Explanation** This is the 'engage' activity. Engage includes regular communication to collect user-specific requirements, set expectations, and to provide status updates.

## Question 32: Incorrect

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Your laptop only has a 256GB of SSD storage installed. You have been traveling for work for the last 2 weeks and have downloaded a lot of video files to your internal storage device. Your computer is having issues because there is not enough free space. You called your service desk, but since you are out of the country, they cannot remotely back up all the files on your laptop. They recommend that you move the large files from your internal storage device (256GB SSD) to an external hard drive to free up some available space. Unfortunately, you don't have an external hard drive with you, so you will purchase one at the store later today. How would you classify this situation and the solution recommended?

- A) Incident
- B) Workaround (Incorrect)
- C) Problem
- D) Known Error (Correct)

**Explanation** A known error is a problem that has been analyzed but has not been resolved. Since the issue is known (hard drive is out of space), but not resolved (moving the large files to an external device to free up space), this is a known error.

## Question 33: Incorrect

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**How does 'service level management' contribute to the 'engage' value chain activity?**

- A) Collects feedback during interactions and communicates service performance objectives to the operations and support teams
- B) Provides feedback from interactions with customers into new or changed
- C) Collects and processes feedback from customers and users (Correct)
- D) Provides information about the actual service performance and trends (Incorrect)

**Explanation** The 'engage' activity in the service level management practice collects and processes feedback from customers and users.

## Question 14: Incorrect

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## What is the purpose of the service level management' practice?

- A) Establishing and nurturing links between an organization and its stakeholders at strategic and tactical levels (Correct)
- B) 'Supporting the agreed quality of a service by handling all pre-defined, initiated service requests in an effective and user-friendly manner
- C) Ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services
- D) Setting clear business-based targets for service performance so that the delivery of a service can be properly assessed,monitored, and managed against these targets (Correct)

**Explanation** Service level management is the practice of setting clear business-based targets for service performance so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

## Question 15: Incorrect

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### What is defined as the practice of planning and managing the full lifecycle of all IT assets?

- A) Change Enablement
- B) IT Asset Management (Correct)
- C) Release Management (Incorrect)
- D) Deployment Management

#### Explanation

- I) asset management is the practice of planning and managing the full lifecycle of all IT assets.

## Question 23: Incorrect

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### Which value chain activity ensures that products and services continually meet stakeholder expectations for quality, costs, and time to market?

- A) Deliver And Support (Incorrect)

- B) Obtain/Build
- C) Design And Transition (Correct)
- D) Plan

**Explanation** The 'design and transition' value chain activity ensures that products and services continually meet stakeholder expectations for quality, costs, and time to market.

## Question 28: Incorrect

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**What is usually NOT included as part of 'incident management'?**

- A) Ensure expected performance levels are maintained (Incorrect)
- B) Observation of all services and service components to identify any change in state
- C) Detailed procedures for the diagnosis of incidents (Correct)
- D) Use of specialized knowledge for complicated incidents

**Explanation** This process does not usually include detailed procedures on how to diagnose, investigate, and resolve incidents.

## Question 35: Incorrect

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**How does 'service request management' contribute to 'design and transition' activity?**

- A) By collecting user-specific request requirements (Incorrect)
- B) By initiating standard changes to fulfill service requests (Correct)
- C) By providing service request trend and quality information
- D) It acquires pre-approved service components to help fulfill service requests

**Explanation** This is the 'design and transition' activity. Standard changes to services can be initiated and fulfilled as service requests.

## Question 38: Incorrect

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## How does 'service level management' contribute to the 'design and transition' value chain activity?

- A) Collects feedback during interactions and communicates service performance objectives to the operations and support teams (Incorrect)
- B) Provides feedback from interactions with customers into new or changed services (Correct)
- C) Provides information about the actual service performance and trends
- D) Provides objectives for component and service performance for products and services

**Explanation** The 'design and transition' activity in the service level management practice provides feedback from interactions with customers into new or changed services.

## Test 5

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### Question 1:

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#### What is the definition of service management?

- A) A set of specialized organizational capabilities for enabling value to customers (Correct)
- B) The means by which an organization is directed and controlled
- C) A method for visualizing work, identifying potential blockages and resource conflicts, and managing work in progress
- D) 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 (My Response)

**Explanation** Service management is a set of specialized organizational capabilities for enabling value to customers in the form of services.

### Question 2:

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Identify the missing word(s) in the following sentence. A user is a person who uses \_\_\_\_

- A) Products (Incorrect)

- B) Services (Correct)
- C) Functionality
- D) Outputs

**Explanation** A user is a person who uses services.

## Question 3:

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### What is the definition of a change?

- A) The addition, modification, or removal of anything that could have a direct or indirect effect on services (Correct)
- B) An unplanned interruption to a service or reduction in the quality of a service (Incorrect)
- C) A cause, or potential cause, of one or more incidents
- D) An issue that has been analyzed but has not been resolved

**Explanation** A change is the addition, modification, or removal of anything that could have a direct or indirect effect on services.

## Question 4:

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**Dion Training has outsourced the development of a mobile application to support their students' learning while on the go. Instead of paying a fixed-fee for the development though, Dion Training has negotiated with the developers to instead pay them a royalty fee for each student who logs into the service through their smartphone app. To control costs, Dion Training has decided to only allow students on their higher membership levels to be given access to the application. Which of the following terms best describes the activities performed by Dion Training in this example?**

- A) Service Offering (Incorrect)
- B) Service Relationship Management
- C) Service Provision
- D) Service Consumption (Correct)

**Explanation** Service consumption refers to the activities performed by an organization to consume services, which includes the management of the consumer's resources needed to use the service, service use actions performed by users, and may include the receiving

## Question 5:

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**What term best describes a service that is 'fit for purpose'?**

- A) Warranty (Incorrect)
- B) Output
- C) Utility (Correct)
- D) Outcomes

**Explanation** Utility is defined as the functionality offered by a product or service to meet a particular need. When a service has utility, it is referred to as 'fit for purpose'

## Question 6:

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**Which value chain activity ensures that service components are available when and where they are needed and meet agreed specifications?**

- A) Improve
- B) Deliver And Support (Incorrect)
- C) Obtain/Build (Correct)
- D) Design And Transition

**Explanation** The 'obtain/build' value chain activity ensures that service components are available when and where they are needed and meet agreed specifications.

## Question 7:

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**You are part of a team configuring a brand new email server. You want to get permission to install the server on the corporate network to continue your configuration and testing. Which type of change should you initiate?**

- A) Standard (Incorrect)



- B) Normal (Correct)
- C) Emergency
- D) Routine

**Explanation** You should initiate a normal change. Normal changes are changes which need to be scheduled, assessed, and authorized following a standard process. These changes are not considered routine (like a standard change). They are also not considered urgent and don't need to be implemented as soon as possible to recover from an incident (like an emergency change). There is no such thing as a routine change in ITIL 4.

## Question 8:

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### What should NOT be included in incident management?

- A) A formal process for logging and managing incidents.
- B) Detailed procedures on how to diagnose, investigate, and resolve incidents. (Correct)
- C) Techniques for making investigation and diagnosis more efficient.
- D) Scripts for the collection of information during initial contact with a user. (Incorrect)

**Explanation** Incident management should not have detailed procedures on how to diagnose, investigate, and resolve incidents. Instead, procedures should focus on the initial triage of the incident and resolution of simple incidents. Complex or complicated incidents require a knowledgeable professional with expertise to diagnose and resolve.

## Question 9:

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### How does 'service request management' contribute to 'design and transition' activity?

- A) By collecting user-specific request requirements.
- B) By acquiring pre-approved service components.
- C) It analyzes data to identify opportunities to provide new service request options. (Incorrect)
- D) By initiating standard changes to fulfill service requests. (Correct)

**Explanation** This is the 'design and transition' activity. Standard changes to services can be initiated and fulfilled as service requests.

## Question 10:

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### What does a centralized service desk require?

- A) Local Service Desk Analysts
- B) Complex Automation
- C) 24x7 Support (Incorrect)
- D) Remote Access Tools (Correct)

**Explanation** A centralized service desk requires supporting technologies like workflow systems for routing and escalation, workforce management and resource planning systems, a centralized knowledge base, intelligent telephony systems, automatic call distribution, and remote access tools. Automation is wonderful and can provide efficiencies, but it is not required. Also, 24x7 support may not be a business requirement for some organizations. But, if you have a centralized service desk, you will need good remote access tools to be able to support users that are not located at your same location.

## Question 11:

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### What is an example of an action a service request management employee would undertake as part of the 'engage' activity?

- A) Provide trend, quality, and feedback information about requests.
- B) Initiate and fulfill standard changes. (Incorrect)
- C) Communicate with consumers to understand their requirements. (Correct)
- D) Fulfill the consumer's service requests through acquisition of service components.

**Explanation** This is the 'engage' activity. Engage includes regular communication to collect user-specific requirements, set expectations, and to provide status updates.

## Test 6

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## Question 4: Incorrect

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## How does 'service level management' contribute to the 'deliver and support' value chain activity?

- A) Provides objectives for component and service performance for products and services
- B) Collects feedback during interactions and communicates service performance objectives to the operations and support teams (Correct)
- C) Provides information about the actual service performance and trends (Incorrect)
- D) Provides feedback from interactions with customers into new or changed services

**Explanation** The 'deliver and support' activity in the service level management practice collects feedback during interactions and communicates service performance objectives to the operations and support teams.

## Question 11: Incorrect

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### What is the purpose of the 'release management' practice?

- A) Moving new or changed hardware, software, documentation, processes, or any other service component to live environments (Incorrect)
- B) Making new and changed services and features available for use (Correct)
- C) Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes
- D) Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner

**Explanation** Release management is the practice of making new and changed services and features available for use.

## Question 24: Incorrect

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### Which guiding principle should you use to maximize the value of the work carried out by the human and technical resources within an organization?

- A) Think and work holistically (Incorrect)
- B) Progress iteratively with feedback

- C) Focus on value
- D) Optimize and automate (Correct)

**Explanation** The guiding principle of 'optimize and automate' is used to maximize the value of the work carried out by the human and technical resources within an organization.

## Question 31: Incorrect

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**What is the step after 'how do we keep the momentum going' in the continual improvement model?**

- A) Did we get there (Incorrect)
- B) How do we get there
- C) What is the vision (Correct)
- D) Where are we now

**Explanation** Once you reach 'how do we keep the momentum going' in the continual improvement model, you restart the process with 'what is the vision',

## Question 38: Incorrect

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**You are working as a part of the problem management team and discovered that multiple incidents are linked together due to a problem with the current version of the web browser installed on the workstations across the network. You have identified that this could be solved by upgrading the web browser to the newest available version. Your team has requested that all of the workstations in the organization receive an updated web browser through the change management activity to solve this problem. Which value chain activity will be responsible for upgrading all the workstations?**

- A) Plan
- B) Improve
- C) Engage (Incorrect)
- D) Obtain/build (Correct)

**Explanation** Obtain/build will manage the solution to the problem once it has been identified by problem management. They will be responsible for the release and deployment of the latest version of the web browser in this case once the change management activity approves the change to the workstations' baseline.