

EASY LEVEL (10 QUESTIONS)

Q1. In ITIL, Service Strategy primarily focuses on:

- A. Day-to-day service support
- B. Designing new technologies
- C. Aligning IT services with business objectives
- D. Managing incidents and problems

Q2. Which type of service provider delivers services to a single internal organization?

- A. Type I
- B. Type II
- C. Type III
- D. External provider

Q3. Service Portfolio Management ensures that:

- A. All services are technically perfect
- B. Only profitable services are delivered
- C. The right mix of services is offered to meet business needs
- D. Services are documented properly

Q4. The Service Design Package (SDP) contains:

- A. Incident resolution procedures
- B. Complete design specifications of a service
- C. Only SLA documents
- D. Source code of applications

Q5. Service Level Management is responsible for:

- A. Managing servers
- B. Negotiating and managing SLAs
- C. Handling customer complaints
- D. Performing backups

Q6. Which process manages unplanned interruptions to services?

- A. Problem Management
- B. Change Management
- C. Incident Management
- D. Event Management

Q7. Event Management is mainly concerned with:

- A. Root cause analysis
- B. Monitoring events and alerts
- C. Service improvements
- D. Capacity forecasting

Q8. CSI focuses on:

- A. Designing new services

- B. One-time improvements
- C. Continuous improvement of services and processes
- D. Asset tracking

Q9. Which role acts as the single point of contact for users?

- A. Service Owner
- B. Change Manager
- C. Service Desk
- D. CSI Manager

Q10. Capacity Management ensures:

- A. Minimal incidents
 - B. Adequate performance at optimal cost
 - C. Maximum hardware usage
 - D. Only future planning
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MEDIUM LEVEL (15 QUESTIONS)

Q11. In Service Strategy, “market space” refers to:

- A. Physical location of services
- B. Set of customers and business opportunities
- C. Data center infrastructure
- D. Network topology

Q12. Financial Management in IT services mainly supports:

- A. Incident resolution
- B. Cost transparency and budgeting
- C. User training
- D. Application development

Q13. Demand Management uses which concept to influence customer demand?

- A. SLAs
- B. Patterns of Business Activity (PBA)
- C. Incident records
- D. Change requests

Q14. Service Design must consider future requirements mainly to ensure:

- A. Compliance
- B. Scalability and flexibility
- C. Immediate deployment
- D. Cost reduction

Q15. Which document lists live services available to customers?

- A. Service Portfolio

- B. Configuration Management Database (CMDB)
- C. Service Catalog
- D. SDP

Q16. IT Service Continuity Management aligns most closely with:

- A. Capacity Management
- B. Information Security
- C. Business Continuity Planning
- D. Service Desk

Q17. In Service Transition, the CMDB is primarily used to:

- A. Store incident records
- B. Track configuration items and relationships
- C. Manage SLAs
- D. Monitor performance

Q18. Release and Deployment Management ensures that:

- A. Only emergency changes are implemented
- B. Changes are tested and deployed successfully
- C. All services are retired
- D. Users are trained

Q19. Change Management aims to:

- A. Eliminate all risks
- B. Implement changes quickly without approval
- C. Control the lifecycle of changes
- D. Avoid documentation

Q20. Knowledge Management helps organizations by:

- A. Increasing hardware capacity
- B. Reducing dependency on individuals
- C. Improving cabling design
- D. Monitoring network traffic

Q21. Balancing reliability vs cost is a major challenge in:

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

Q22. Problem Management differs from Incident Management because it focuses on:

- A. Quick restoration
- B. User communication
- C. Root cause elimination
- D. Event detection

Q23. Request Fulfillment typically handles:

- A. Security breaches
- B. Service requests like password resets
- C. Root cause analysis
- D. Capacity planning

Q24. Asset Management helps organizations mainly by:

- A. Increasing profits directly
- B. Tracking financial and physical assets
- C. Reducing training needs
- D. Improving coding standards

Q25. CSI uses which to measure service performance?

- A. KPIs and metrics
 - B. Source code reviews
 - C. Network diagrams
 - D. Backup logs
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HARD LEVEL (15 QUESTIONS)

Q26. Treating service management as a strategic asset enables organizations to:

- A. Reduce documentation
- B. Achieve sustainable competitive advantage
- C. Avoid financial planning
- D. Eliminate service failures

Q27. A Type III service provider mainly competes in:

- A. Internal markets
- B. Single business unit
- C. External market space
- D. Development environments

Q28. Which activity is NOT part of Service Portfolio Management?

- A. Service pipeline management
- B. Service retirement
- C. Incident prioritization
- D. Service catalog maintenance

Q29. Capacity Management integrates closely with which process to balance cost and performance?

- A. Financial Management
- B. Incident Management
- C. Knowledge Management
- D. Event Management

Q30. Information Security Management primarily ensures:

- A. Faster service delivery
- B. Confidentiality, integrity, and availability
- C. Lower power consumption
- D. Higher bandwidth

Q31. Transition Planning and Support mainly coordinates:

- A. Day-to-day operations
- B. CSI activities
- C. Multiple service transitions
- D. Financial audits

Q32. A failed change causing repeated incidents indicates a weakness in:

- A. Event Management
- B. Release Management
- C. Problem Management
- D. Demand Management

Q33. Knowledge articles reused during incident resolution improve:

- A. Mean Time to Repair (MTTR)
- B. Change success rate
- C. Asset valuation
- D. Network throughput

Q34. Service Operation aims to optimize which primary objective?

- A. Innovation
- B. Stability and efficiency
- C. Long-term strategy
- D. Market expansion

Q35. Technical Management primarily supports:

- A. Business strategy
- B. Infrastructure expertise and maintenance
- C. Customer relationship management
- D. Financial forecasting

Q36. Application Management differs from Technical Management by focusing on:

- A. Hardware platforms
- B. End-user training
- C. Software applications lifecycle
- D. Network topology

Q37. CSI ownership assignment is critical because it:

- A. Reduces cost immediately
- B. Ensures accountability and follow-through

- C. Eliminates change requests
- D. Automates improvements

Q38. Ongoing CSI scheduling helps organizations to:

- A. Avoid audits
- B. Perform reactive improvements only
- C. Embed continuous improvement culture
- D. Reduce documentation

Q39. Training and awareness in CSI mainly address:

- A. Hardware failures
- B. Skill gaps and process understanding
- C. Network congestion
- D. Asset depreciation

Q40. The success of CSI initiatives is BEST measured by:

- A. Number of changes implemented
- B. Reduction in documentation
- C. Business value and service performance improvements
- D. Increase in staff size