1. Which guiding principle helps to ensure that better information is available for decision making?

1. Keep it simple and practical
2. Think and work holistically
3. Optimize and auto………….
4. Collaborate a……… …….isibility

Answer: D

2. Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

1. Information security management
2. Monitoring and event management
3. Incident management
4. Change Control

Answer: B

3. Which describes a standard change?

1. A change that needs to be scheduled, assessed and authorized following a defined process
2. A change that is typically implemented as a service request
3. A high-risk change that needs very thorough assessment
4. A change that must be implemented as soon as possible

Answer: B

4. How does information about problems and known errors contribute to ‘incident management’?

1. It enables quick and efficient diagnosis of incidents
2. It removed the need for regular customer updates
3. It removes the need for collaboration during incident resolution
4. It enables the reassessment of known errors

Answer: A

5. Which practice owns and manages issues, queries and requests from users?

1. Incident management
2. Service desk
3. Change control
4. Problem management

Answer: B

6. What defines the requirements for a service and takes responsibility for the outcomes of service consumption?

1. An IT asset
2. A customer
3. A configuration item (CI)
4. A user

Answer: B

7. Which stakeholders co-create value in a service relationship?

1. Investor and supplier
2. Consumer and provider
3. Provider and supplier
4. Investor and consumer

Answer: B

8. Which describes normal changes?

1. Changes that are low-risk and pre-authorized
2. Changes that need to be scheduled and assessed following a process
3. Changes that are typically initiated as service requests
4. Changes that must be implemented as soon as possible

Answer: B

9. What is the expected outcome from using a service value chain?

1. Service value streams
2. Customer engagement
3. Value realization
4. The application of practices

Answer: C

10. Which statement about outcomes is CORRECT?

1. Outcomes are one or more services that fulfil the needs of a service consumer
2. Service providers help service consumers achieve outcomes
3. Outcomes help service consumers achieve outputs
4. Helping service consumers achieve outcomes reduces service provider costs

Answer: B

11. Which skill is an essential part of the ‘Service level management’ practice?

1. Technical knowledge
2. Listening
3. Diagnosis
4. Problem analysis

Answer: B

12. What are the three phases of ‘problem management’?

1. Problem logging, problem classification, problem resolution
2. Incident management, problem management, change control
3. Problem identification, problem control, error control
4. Problem analysis, error identification, Incident resolution

Answer: C

13. Which is a purpose of the ‘engage’ value chain activity?

1. Meeting expectations for quality, costs and time-to-market
2. Providing transparency and good relationships
3. Ensuring the continual improvement of services
4. Ensuring that the organization’s vision is understood

Answer: B

14. Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of services, and the [?] that support them, is available when and where it is needed.

1. Suppliers
2. CIs
3. Customers
4. assets

Answer: B

15. What is described by the service value system?

1. How all the components and activities of the organization work together as a system to enable value creation
2. Services based on one or more products, designed to address needs of a target consumer group
3. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
4. How to apply the systems approach of the guiding principle think and work

Answer: A

16. Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

1. Problem management
2. Supplier management
3. Release management
4. Service desk

Answer: D

17. What is defined as any component that needs to be managed in order to deliver an IT service?

1. A service request
2. A configuration item (CI)
3. An incident
4. An IT asset

Answer: B

18. Which guiding principle recommends using the minimum number of steps necessary to achieve an objective?

1. Progress iteratively with feedback
2. Focus on value
3. Think and work holistically
4. Keep it simple and practical

Answer: D

19. Which TWP statements about the ‘service request management’ practice are CORRECT?

1. Service requests are part of normal service delivery

2. Complaints can be handled as service requests

3. Service request result from a failure in service

4. Normal changes should be handled as service requests

1. 1 and 2
2. 2 and 3
3. 3 and 4
4. 1 and 4

Answer: A

20. What is an IT asset?

1. Any financially valuable component that can contribute to delivery of an IT product or service
2. Any component that needs to be managed in order to deliver a service
3. A request from a user that initiates a service action
4. The removal of anything that could have a direct or indirect effect on services

Answer: A

21. Which dimension includes a workflow management system?

1. Organizations and people
2. Partners and suppliers
3. Information and technology
4. Value streams and processes

Answer: C

22. Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitation outcomes that customers want to achieve, without the customer having to manage specific [?] and risks.

1. Information
2. Costs
3. Utility
4. Warranty

Answer: B

23. Which of these should be logged and managed as a problem?

1. A user requests delivery of a laptop
2. A monitoring tool detects a change of state for a service
3. Trend analysis shows a large number of similar incidents
4. ‘Continual improvement’ needs to prioritize an improvement opportunity

Answer: C

24. In which TWO situations should the ITIL guiding principles be considered?

1. In every initiative

2. In relationships with all stakeholders

3. Only in specific initiatives where the principle is relevant

4. Only in specific stakeholder relationships where the principle is relevant

1. 1 and 2
2. 2 and 3
3. 3 and 4
4. 1 and 4

Answer: A

25. Which guiding principle recommends coordinating all dimensions of service management?

1. Start where you are
2. Progress iteratively with feedback
3. Think and work holistically
4. Keep it simple and practical

Answer: C

26. What is the purpose of the ‘relationship management’ practice?

1. To establish and nurture the links between the organization and its stakeholders
2. To align the organization’s practices and services with changing business needs
3. To set clear business-based targets for service performance
4. To support the agreed quality of a service handling all agreed, user-initiated service requests

Answer: A

27. How should the workflow for a new service request be designed?

1. Use a single workflow for all types of service request
2. Use different workflows for each type of service request
3. Avoid workflows for simple service requests
4. Leverage existing workflows whenever possible

Answer: B

28. What is the purpose of the ‘information security management’ practice?

1. To protect the information needed by the organization to conduct its business
2. To observe services and service components
3. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed
4. To plan and manage the full lifecycle of all IT assets

Answer: A

29. Identify the missing word in the following sentence.

The use of [?] should support, not replace what is observed, when using the ‘start where you are’ guiding principle.

1. Measurement
2. Tools
3. Plans
4. Process

Answer: A

30. How should automation be implemented?

1. By replacing human intervention wherever possible
2. By replacing the existing tools first
3. By initially concentrating on the most complex tasks
4. By optimizing as much as possible first

Answer: A

31. Which activity is part of the ‘continual improvement’ practice?

1. Identifying and logging opportunities
2. Delivering tactical and operational engagement with customers
3. Populating and maintaining the asset register
4. Providing a clear path for users to report issues, queries, and requests

Answer: A

32. Which competencies are required by the ‘ service level management’ practice?

1. Problem investigation and resolution
2. Business analysis and commercial management
3. Incident analysis and prioritization
4. Balanced scorecard reviews and maturity assessment

Answer: B

33.Which practice uses techniques such as SWOT analysis, balanced scorecard reviews,

And maturity assessments?

1. Incident management
2. Problem management
3. Continual improvement
4. Service request management

Answer: C

34:Which statement about costs is **CORRECT**?

1. Costs imposed on the consumer are costs of service utility
2. Costs removed from the consumer are part of the value proposition
3. Costs imposed on the consumer are costs of service warranty
4. Costs removed from the consumer are part of service consumption

Answer: B

35: What is typically needed to assign complex incidents to support groups?

1. A self-help tool
2. The incident priority
3. A change schedule
4. The incident category

Answer: D

36: Which practice has a purpose that includes aligning the organization’s practices and services with changing business needs?

1. Service level management
2. Service configuration management
3. Relationship management
4. Continual improvement

Answer: D

37: A major incident has been closed, but there is a risk that it might happen again. How should this be logged and managed?

1. As a change request
2. As a service request
3. As an event
4. As a problem

Answer: D

38: What should be done to determine the appropriate metrics for measuring a new service?

1. Measuring the performance over the first six months, and basing a solution on the results
2. Asking customers to provide numerical targets that meet their needs
3. Asking customers open questions to establish their requirements
4. Using operational data to provide detailed service reports

Answer: C

39: Which dimension includes activities and workflows?

1. Organizations and people
2. Information and technology
3. Partners and suppliers
4. Value streams and processes

Answer: D

40: What should be used to set user expectations for request fulfilment times?

1. The time that the customer indicates for service delivery
2. The consumer demand for the service
3. The time needed to realistically deliver the service
4. The service levels of the supplier

Answer: C

41: Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

1. Progress iteratively with feedback
2. Keep it simple and practical
3. Start where you are
4. Focus on value

Answer: C

42: Which practice has a purpose that includes ensuring that risks have been properly assessed?

1. Service configuration management
2. Problem management
3. Service level management
4. Change control

Answer: D

43: When should a full risk assessment and authorization be carried out for a standard change?

1. Each time the standard change is implemented
2. When the procedure for the standard change is created
3. At least once a year
4. When an emergency change is requested

Answer: B

44: Which statement about emergency changes is CORRECT?

1. The testing of emergency changes can be eliminated in order to implement the change quickly
2. The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
3. Emergency changes should be authorized and implemented as service requests
4. Emergency changes must be fully documented before authorization and implementation

Answer: B

45: Which practice coordinates the classification, ownership and communication of service requests and incidents?

1. Supplier management
2. Service desk
3. Problem management
4. Relationship management

Answer: B

46: What is warranty?

1. Assurance that a product or service will meet agreed requirements
2. The amount of money spent on a specific activity or resource
3. The functionality offered by a product or service to meet a particular need
4. The perceived benefits, usefulness and importance of something

Answer: A

47: Which is part of service provision?

1. The management of resources configured to deliver the service
2. The management of resources needed to consume the service
3. The grouping of one or more services based on one or more products
4. The joint activities performed to ensure continual value co-creation

Answer: A

48: Which statement about a ’continual improvement register’ is CORRECT?

1. It should be managed at the senior level of the organization
2. It should be used to capture user demand
3. There should only be one for the whole organization
4. It should be re-prioritized as ideas are documented

Answer: D

49: What are ‘engage’, ‘plan’ and ‘improve’ examples of?

1. Service value chain activities
2. Service level management
3. Service value chain inputs
4. Change control

Answer: A

50: Which statement about outcomes is CORRECT?

1. An outcome can be enabled by more than one output
2. Outcomes are how the service performs
3. An output can be enabled by one or more outcomes
4. An outcome is a tangible or intangible activity

Answer: A

51: Which statement about service desks is CORRECT?

1. The service desk should work in close collaboration with support and development teams
2. The service desk should rely on self-service portals instead of escalation to support teams
3. The service desk should remain isolated from technical support teams
4. The service desk should escalate all technical issues to support and development teams

Answer: A

52: Which practice updates information relating to symptoms and business impact?

1. Service level management
2. Change control
3. Service request management
4. Incident management

Answer: D

53: Which is included in the purpose of the ‘design and transition’ value chain activity?

1. Ensuring that service components are available when needed
2. Providing transparency and good stakeholder relationships
3. Supporting services according to specifications
4. Continually meeting stakeholder expectations for costs

Answer: D

54: Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?

1. Change Control
2. IT asset management
3. Service desk
4. Service request management

Answer: D

55: Which is NOT a component of the service value system?

1. The guiding principles
2. Governance
3. Practices
4. The four dimensions of service management

Answer: D

56: Which statement about the steps to fulfil a service request is CORRECT?

1. They should be complex and detailed
2. They should be well-known and proven
3. They should include incident handling
4. They should be brief and simple

Answer: B

57: What is defined as a cause, or potential cause, of one or more incidents?

1. Change
2. Event
3. Known error
4. Problem

Answer: D

58: Which guiding principle recommends eliminating activities that do not contribute to the creation of value?

1. Start where you are
2. Collaborate and promote visibility
3. Keep it simple and practical
4. Optimize and automate

Answer: C

59: When should the effectiveness of a problem workaround be assessed?

1. Whenever the workaround is used
2. Whenever the problem is resolved
3. Whenever the workaround becomes a known error
4. Whenever the problem is prioritized

Answer: A

60: Identify the missing word in the following sentence.

A Change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on [?].

1. Assets
2. Values
3. Elements
4. services

Answer: D