



lp320testuser.1

**Attempts** 1, 2**Started on** Tuesday, 30 November 2021, 10:11 AM**State** Finished**Completed on** Tuesday, 30 November 2021, 10:21 AM**Time taken** 9 mins 15 secs**Marks** 17.00/20.00**Grade** 85.00 out of 100.00**Question  
1**

Correct

Mark 1.00 out of  
1.00

Identify whether the following statement is true or false.

ITIL is a set of best practices practiced by most infrastructure service providers to deliver services to the customers to meet their business needs within desired cost and quality

Select one:

☒ True ✓☐ False

The correct answer is 'True'.

**Response history**

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:15	Saved: True	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

**Question  
2**

Correct

Mark 1.00 out of  
1.00

Identify the full form of ITIL

Select one:

☐ Information Technology Implementation Library☒ Information Technology Infrastructure Library ✓☐ Information Technology Intermediate Language☐ None of the given options

The correct answer is: Information Technology Infrastructure Library

**Response history**

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	

### Question 3

Correct

Mark 1.00 out of 1.00

Step	Time	Action	State	Marks
2	30/11/21, 10:15	Saved: Information Technology Infrastructure Library	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

Identify the correct statement about Service Level Agreements (SLAs)

Select one:

- ☐ They must contain legal wording because of their importance
- ☐ Changes to the SLA can only be requested by the customer
- ☐ None of the given options
- ☒ The wording must be clear and concise to allow no room for ambiguity ✓
- ☐ There should always be a separate SLA for each specific customer

The correct answer is: The wording must be clear and concise to allow no room for ambiguity

#### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:15	Saved: The wording must be clear and concise to allow no room for ambiguity	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

### Question 4

Correct

Mark 1.00 out of 1.00

Can you identify the stakeholder who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

Select one:

- ☐ The Customer
- ☐ The Service Owner
- ☐ None of the given options
- ☒ The Process Owner ✓
- ☐ The IT Director

The correct answer is: The Process Owner

#### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:15	Saved: The Process Owner	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 5

Correct

Mark 1.00 out of 1.00

Name the Service Design process which makes the most use of data supplied by Demand Management

Select one:

- ☐ None of the given options
- ☐ Service Catalogue Management
- ☒ Capacity Management ✓
- ☐ IT Service Continuity Management
- ☐ Service Level Management

The correct answer is: Capacity Management

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:15	Saved: Capacity Management	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 6

Correct

Mark 1.00 out of 1.00

Can you identify the correct statements about communication within Service Operation?

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

Select one:

- ☐ 2 only
- ☒ Both of them ✓
- ☐ None of the given options
- ☐ 1 only

The correct answer is: Both of them

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:17	Saved: Both of them	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 7

Correct

Mark 1.00 out of 1.00

Choose the correct option that IT Governance concerned with

Select one:

- ☐ All the given options
- ☐ Reducing the total cost of providing services to the business
- ☒ Ensuring that IT processes support the organization's strategies and objectives ✓
- ☐ Measuring and improving the efficiency and effectiveness of IT processes
- ☐ Non of the given options
- ☐ Ensuring that targets documented in Service Level Agreements (SLAs) are met

The correct answer is: Ensuring that IT processes support the organization's strategies and objectives

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:17	Saved: Ensuring that IT processes support the organization's strategies and objectives	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 8

Correct

Mark 1.00 out of 1.00

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

Select one:

- ☐ Non of the given options
- ☐ Service catalogue management
- ☐ Service management
- ☐ Availability management
- ☐ Capacity management
- ☒ Service portfolio management ✓

The correct answer is: Service portfolio management

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:17	Saved: Service portfolio management	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 9

Correct

Mark 1.00 out of 1.00

Identify the correct list for the three levels of a multi-level Service Level Agreement (SLA)

Select one:

- ☒ Corporate, Customer, Service ✓
- ☐ Service, User, IT
- ☐ Corporate, Customer, Technology
- ☐ Technology, Customer, User
- ☐ None of the given options

The correct answer is: Corporate, Customer, Service

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:17	Saved: Corporate, Customer, Service	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 10

Correct

Mark 1.00 out of 1.00

Can you identify the statement which is NOT an objective of Continual Service Improvement?

Select one:

- ☐ Review and analyze Service Level Achievement results
- ☒ Conduct activities to deliver and manage services at agreed levels to business users ✓
- ☐ Identify activities to improve the efficiency of service management processes
- ☐ Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- ☐ None of the given options

The correct answer is: Conduct activities to deliver and manage services at agreed levels to business users

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:17	Saved: Conduct activities to deliver and manage services at agreed levels to business users	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 11

Correct

Mark 1.00 out of 1.00

Can you list the process that is responsible for managing relationships with vendors?

Select one:

- ☐ Service Portfolio Management
- ☒ Supplier Management ✓
- ☐ Continual Service Improvement (CSI)
- ☐ Change Management
- ☐ None of the given options

The correct answer is: Supplier Management

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:19	Saved: Supplier Management	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 12

Correct

Mark 1.00 out of 1.00

Identify the statement which is NOT a purpose of Service Transition?

Select one:

- ☐ To provide quality knowledge of Change, Release and Deployment Management
- ☐ None of the given options
- ☐ To ensure that a service can be managed, operated and supported
- ☒ To provide training and certification in project management ✓
- ☐ To plan and manage the capacity and resource requirements to manage a release

The correct answer is: To provide training and certification in project management

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:19	Saved: To provide training and certification in project management	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

### Question 13

Correct

Mark 1.00 out of 1.00

Identify whether the following statement is true or false.

ITSCM process comprises of four stages – Initiation, Requirements & strategy, Implementation, and Ongoing operation

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

#### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:19	Saved: True	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

### Question 14

Correct

Mark 1.00 out of 1.00

Can you name the part of the service lifecycle that is looking for ways to improve process efficiency and cost effectiveness?

Select one:

- ☐ Service Strategy
- ☐ Service Transition
- ☒ Continual Service Improvement ✓
- ☐ Service Operation
- ☐ None of the given options

The correct answer is: Continual Service Improvement

#### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:19	Saved: Continual Service Improvement	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 15

Correct

Mark 1.00 out of 1.00

Define an Incident

Select one:

- ☐ All the given options
- ☐ Any disruption to service whether planned or unplanned
- ☐ Any disruption to service that is reported to the Service Desk, regardless of whether the service is impacted or not
- ☒ An unplanned interruption to service or a reduction in the quality of service ✓
- ☐ An unplanned disruption of service unless there is a backup to that service

The correct answer is: An unplanned interruption to service or a reduction in the quality of service

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:19	Saved: An unplanned interruption to service or a reduction in the quality of service	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 16

Correct

Mark 1.00 out of 1.00

Identify the correct option that does Service Metrics measure?

Select one:

- ☐ Infrastructure availability
- ☐ Maturity and cost
- ☒ The end to end service ✓
- ☐ Processes and functions
- ☐ None of the given options

The correct answer is: The end to end service

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:20	Saved: The end to end service	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00



## Question 17

Incorrect

Mark 0.00 out of 1.00

Define Service Model

Select one:

- ☐ None of the given options
- ☒ It is the set of specific services being provided by service provider to a specific customer. ✖
- ☐ It is the set of services provided by the service provider.
- ☐ It is the high level description of the service and components required to deliver that service.

The correct answer is: It is the high level description of the service and components required to deliver that service.

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:20	Saved: It is the set of specific services being provided by service provider to a specific customer.	Answer saved	
3	30/11/21, 10:21	Attempt finished	Incorrect	0.00

## Question 18

Incorrect

Mark 0.00 out of 1.00

Choose the statement that should NOT be part of the value proposition for Service Design

Select one:

- ☐ Reduced total cost of ownership
- ☐ None of the given options
- ☒ Improved quality of service ✖
- ☐ Improved Service alignment with business goals
- ☐ Better balance of technical skills to support live services

The correct answer is: Better balance of technical skills to support live services

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:20	Saved: Improved quality of service	Answer saved	
3	30/11/21, 10:21	Attempt finished	Incorrect	0.00

## Question 19

Correct

Mark 1.00 out of 1.00

Can you identify which are the following given are objectives of Supplier Management?

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

Select one:

- ☐ None of the given options
- ☐ 2, 3 and 4 only
- ☒ 1, 2 and 3 only ✓
- ☐ 1, 3 and 4 only

The correct answer is: 1, 2 and 3 only

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:20	Saved: 1, 2 and 3 only	Answer saved	
3	30/11/21, 10:21	Attempt finished	Correct	1.00

## Question 20

Incorrect

Mark 0.00 out of 1.00

Label the process which will perform risk analysis and review of all suppliers and contracts on a regular basis.

Select one:

- ☐ None of the given options
- ☐ The service catalogue management
- ☒ The service level management ✗
- ☐ The IT service continuity management
- ☐ The supplier management

The correct answer is: The supplier management

### Response history

Step	Time	Action	State	Marks
1	30/11/21, 10:11	Started	Not yet answered	
2	30/11/21, 10:20	Saved: The service level management	Answer saved	
3	30/11/21, 10:21	Attempt finished	Incorrect	0.00

