EX0-117

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Exam A

QUESTION 1
Which role is responsible for carrying out the activities of a process?

A. Process owner
B. Change manager
C. Service manager
D. Process practitioner

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 2
Which process or function is responsible for monitoring activities and events in the IT infrastructure?

A. Service level management
B. IT operations management
C. Capacity management
D. Incident management

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 3
Which of the following options is a hierarchy that is used in knowledge management?

A. Wisdom - Information - Data - Knowledge
B. Data - Information - Knowledge - Wisdom
C. Knowledge - Wisdom - Information - Data
D. Information - Data - Knowledge - Wisdom

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 4
At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

A. Service design: Design the processes
B. Service strategy: Develop the offerings
C. Service transition: Plan and prepare for deployment

D. Service operation: IT operations management

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 5
Why are public frameworks, such as 1TIL, attractive when compared to proprietary knowledge?

A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is oftenundocumented
B. Public frameworks are always cheaper to adopt
C. Public frameworks are prescriptive and tell you exactly what to do
D. Proprietary knowledge has been tested in a wide range of environments

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 6
Which of the following is an objective of business relationship management?

A. To identify patterns of business activity
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B. To ensure high levels of customer satisfaction
C. To secure funding to manage the provision of services
D. To ensure strategic plans for IT services exist

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 7
The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

A. People, process, partners, performance
B. Performance, process, products, plans
C. People, process, products, partners
D. People, products, plans, partners

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 8
Which of the following BEST describes service strategies value to the business?

A. Allows higher volumes of successful change
B. Reduction in unplanned costs through optimized handling of service outages
C. Reduction in the duration and frequency of service outages
D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 9
Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management
B. Change and release and deployment management
C. Incident and event management
D. Knowledge and service level management

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 10
Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

A. Change proposal
B. Change policy
C. Service request
D. Risk register

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 11
Which of the following should be documented in an incident model?
1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident

A. 1 only
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B. 2 only
C. Both of the above
D. Neither of the above

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 12
Why is it important for service providers to understand patterns of business activity (PBA)?

A. PBA are based on organizational roles and responsibilities
B. IT service providers CANNOT schedule changes until they understand PBA
C. Demand for the services delivered by service providers are directly influenced by PBA
D. Understanding PBA is the only way to enable accurate service level reporting

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 13
Which one of the following would NOT be defined as part of every process?

A. Roles
B. Inputs and outputs
C. Functions
D. Metrics

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 14
Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

A. Service level management
B. Service catalogue management
C. Demand management
D. Service transition

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 15
A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity
B. Perform an activity
C. Be kept up-to-date on the progress of an activity
D. Manage an activity

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 16
Which of the following are objectives of service level management?
1: Defining, documenting and agreeing the level of FT services to be provided
2: Monitoring, measuring and reporting the actual level of services provided
3: Monitoring and improving customer satisfaction

4: Identifying possible future markets that the service provider could operate in

A. 1, 2 and 3 only
B. 1 and 2 only
C. 1, 2 and 4 only
D. All of the above

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 17
Which one of the following do technology metrics measure?

A. Components
B. Processes
C. The end-to-end service
D. Customer satisfaction

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 18
Which process includes business, service and component sub-processes?

A. Capacity management
B. Incident management
C. Service level management
D. Financial management

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 19
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 20
What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome
B. Incident
C. Change
D. Problem

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 21

Which process is responsible for managing relationships with vendors?

A. Change management
B. Service portfolio management
C. Supplier management
D. Continual service improvement

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 22
Which of the following service desk organizational structures are described in service operation?
1. Local service desk
2. Virtual service desk
3. IT help desk
4. Follow the sun

A. 1, 2 and 4 only
B. 2, 3 and 4 only
C. 1, 3 and 4 only
D. 1, 2 and 3 only

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 23
What are the categories of event described in the UIL service operation book?

A. Informational, scheduled, normal
B. Scheduled, unscheduled, emergency
C. Informational, warning, exception
D. Warning, reactive, proactive

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 24
What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers
B. Stakeholders
C. Regulators
D. Accreditors

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 25
Which of the following are the MAIN objectives of incident management?
1. To automatically detect service-affecting events
2. To restore normal service operation as quickly as possible
3. To minimize adverse impacts on business operations

A. 1 and 2 only
B. 2 and 3 only
C. 1 and 3 only
D. All of the above

Answer: B
Section: (none)

Explanation/Reference:

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QUESTION 26
What is the name of the group that should review changes that must be implemented faster than the normal change process?

A. Technical management
B. Emergency change advisory board
C. Urgent change board
D. Urgent change authority

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 27
Which of the following is NOT an objective of service transition?

A. To ensure that a service can be operated, managed and supported
B. To provide training and certification in project management
C. To provide quality knowledge and information about services and service assets

D. To plan and manage the capacity and resource requirements to manage a release

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 28
Which of the following types of service should be included in the scope of service portfolio management?
1. Those planned to be delivered
2. Those being delivered
3. Those that have been withdrawn from service

A. 1 and 3 only
B. All of the above
C. 1 and 2 only
D. 2 and 3 only

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 29
The BEST description of an incident is:

A. An unplanned disruption of service unless there is a backup to that service
B. An unplanned interruption to service or a reduction in the quality of service
C. Any disruption to service whether planned or unplanned
D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 30
Which one of the following is the CORRECT set of steps for the continual service improvement approach?

A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?
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C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution

D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 31
When can a known error record be raised?
1. At any time it would be useful to do so
2. After a workaround has been found

A. 2 only
B. 1 only
C. Neither of the above
D. Both of the above

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 32
What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board
B. The change advisory board
C. The change implementer
D. The change manager

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 33
Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement
B. Change management
C. Service level management
D. Availability management

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 34
What do customer perceptions and business outcomes help to define?

A. The value of a service
B. Governance
C. Total cost of ownership (TCO)
D. Key performance indicators (KPIs)

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 35
Which of the following are basic concepts used in access management?

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A. Personnel, electronic, network, emergency, identity
B. Rights, access, identity, directory services, service/service components
C. Physical, personnel, network, emergency, service
D. Normal, temporary, emergency, personal, group

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 36
Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not
B. Resources and capabilities are both types of service asset
C. Capabilities are types of service asset and resources are not
D. Neither capabilities nor resources are types of service asset

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 37
Within service design, what is the key output handed over to service transition?

A. Measurement, methods and metrics
B. Service design package
C. Service portfolio design
D. Process definitions

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 38
What should a service always deliver to customers?

A. Applications
B. Infrastructure
C. Value
D. Resources

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 39
Which process is responsible for the availability, confidentiality and integrity of data?

A. Service catalogue management
B. Service asset and configuration management
C. Change management
D. Information security management

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 40
Availability management is directly responsible for the availability of which of the following?

A. IT services and components
B. IT services and business processes
C. Components and business processes

D. IT services, components and business processes

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 41
What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

A. Configuration baseline
B. Project baseline
C. Change baseline
D. Asset baseline

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 42
Which of the following BEST describes the purpose of access management?

A. To provide a channel for users to request and receive standard services
B. Provides the rights for users to be able to use a service or group of services
C. To prevent problems and resulting Incidents from happening
D. To detect security events and make sense of them

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 43
Which of the following are reasons why ITIL is successful?
1. ITIL is vendor neutral
2. It does not prescribe actions
3. ITIL represents best practice

A. All of the above
B. 1 and 3 only
C. 1 and 2 only
D. 2 and 3 only

Answer: A

Explanation/Reference:

QUESTION 44
Which one of the following includes four stages called Plan, Do, Check and Act?

A. The Deming Cycle
B. The continual service improvement approach
C. The seven-step improvement process
D. The service lifecycle

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 45
The consideration of value creation is a principle of which stage of the service lifecycle?

A. Continual service improvement
B. Service strategy
C. Service design
D. Service transition
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Answer: B
Section: (none)

Explanation/Reference:

QUESTION 46
Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management
B. Service portfolio management
C. Request fulfilment
D. Demand management

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 47

Which of the following BEST describes partners' in the phrase people, processes, products and partners"?

A. Suppliers, manufacturers and vendors
B. Customers
C. Internal departments
D. The facilities management function

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 48
Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

A. The service level management
B. The IT service continuity management
C. The service catalogue management
D. The supplier management

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 49
The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

A. Data
B. Information
C. Knowledge
D. Governance

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 50
Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

A. A service option
B. A service transition package (STP)
C. A service design package (SDP)
D. A service charter

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 51
Which of the following would commonly be found in a contract underpinning an IT service? 1.Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

A. 1 and 2 only
B. 1 and 3 only
C. 2 and 3 only
D. All of the above

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 52
Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management
B. Change management, capacity management event management, service request management
C. Service level management, service portfolio management, service asset and configurationmanagement
D. Service asset and configuration management, release and deployment management, requestfulfillment

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 53
Which statement should NOT be part of the value proposition for Service Design?

A. Reduced total cost of ownership
B. Improved quality of service
C. Improved Service alignment with business goals
D. Better balance of technical skills to support live services

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 54
Which process would be used to compare the value that newer services have offered over those they have replaced?

A. Availability management
B. Capacity management
C. Service portfolio management
D. Service catalogue management

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 55
Consider the following list:
1. Change authority
2. Change manager
3. Change advisory board (CAB)

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Which one of the following is the BEST description of the items above?

A. Job descriptions
B. Functions
C. Teams
D. Roles, people or groups

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 56
Hierarchic escalation is BEST described as?

A. Notifying more senior levels of management about an incident
B. Passing an incident to people with a greater level of technical skill
C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
D. Failing to meet the incident resolution times specified in a service level agreement

Answer: A
Section: (none)

QUESTION 57
Which one of the following functions would be responsible for the management of a data centre?

A. Technical management
B. Service desk
C. Application management
D. Facilities management

Answer: D
Section: (none)

QUESTION 58
Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model
B. Incident model
C. Continual service improvement (CSI) approach
D. The Deming Cycle

Answer: A
Section: (none)

QUESTION 59
Which process will regularly analyse incident data to identify discernible trends?

A. Service level management
B. Problem management
C. Change management
D. Event management

Answer: B
Section: (none)

QUESTION 60
Which is the correct definition of a customer facing service?

A. One which directly supports the business processes of customers

B. A service that cannot be allowed to fail
C. One which is not covered by a service level agreement
D. A service not directly used by the business

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 61
Which one of the following is the BEST definition of the term service management?

A. A set of specialized organizational capabilities for providing value to customers in the form of services
B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
C. The management of functions within an organization to perform certain activities
D. Units of organizations with roles to perform certain activities

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 62
Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their resultant Incidents
B. To manage problems throughout their lifecycle
C. To restore service to a user
D. To eliminate recurring incidents

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 63
Which one of the following is an objective of service catalogue management?

A. Negotiating and agreeing service level agreement
B. Negotiating and agreeing operational level agreements
C. Ensuring that the service catalogue is made available to those approved to access it
D. Only ensuring that adequate technical resources are available

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 64
Which of the following statements BEST describes the aims of release and deployment management?

A. To build, test and deliver the capability to provide the services specified by service design
B. To ensure that each release package specified by service design consists of a set of related assets and service components
C. To ensure that all changes can be tracked, tested and verified if appropriate
D. To record and manage deviations, risks and issues related to the new or changed service

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 65
Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

A. Implementing service and process improvements
B. Reviewing measurements and metrics
C. Creating a baseline
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D. Defining measurable targets

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 66
Which one of the following can help determine the level of impact of a problem?

A. Definitive media library (DML)
B. Configuration management system (CMS)
C. Statement of requirements (SOR)
D. Standard operating procedures (SOP)

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 67
The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

A. Training in risk management for all staff and identification of risks
B. Identification of risk, analysis and management of the exposure to risk
C. Control of exposure to risk and investment of capital
D. Training of all staff and investment of capital

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 68
Which of the following is an enabler of best practice?

A. Standards
B. Technology
C. Academic research
D. Internal experience

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 69
Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

A. Profit
B. Preparation
C. Products
D. Potential

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 70
Which of the following is NOT one of the five individual aspects of service design?

A. The design of the service portfolio, including the service catalogue
B. The design of new or changed services
C. The design of market spaces

D. The design of the technology architectures

Answer: C
Section: (none)

Explanation/Reference:
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QUESTION 71
Where would you expect incident resolution targets to be documented?

A. A service level agreement (SLA)
B. A request for change (RFC)
C. The service portfolio
D. A service description

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 72
Which of the following provide value to the business from service strategy?
1. Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Reduction in the duration and frequency of service outages

A. All of the above
B. 1 and 3 only
C. 1 and 2 only
D. 2 and 3 only

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 73
What are the categories of event described in the ITIL service operation book?

A. Informational, scheduled, normal
B. Scheduled, unscheduled, emergency
C. Informational, warning, exception
D. Warning, reactive, proactive

Answer: C

Explanation/Reference:

QUESTION 74
A process owner is responsible for which of the following?
1. Defining the process strategy
2. Assisting with process design
3. Improving the process
4. Performing all activities involved in a process

A. 2, 3 and 4 only

B. All of the above

C. 1, 2 and 3 only

D. 1, 2 and 4 only

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 75
Which one of the following is concerned with policy and direction?

A. Capacity management
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B. Governance

C. Service design

D. Service level management

Answer: B
Section: (none)

Explanation/Reference:
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