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## Exam A

### QUESTION 1

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

### QUESTION 2

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:**

Explanation:

### QUESTION 3

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 4

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 5**

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 6**

Consider the following list:

1. Change authority
2. Change manager
3. Change advisory board (CAB)

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:**

Explanation:

#### **QUESTION 7**

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:**

Explanation:

**QUESTION 8**

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 9**

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware
- B. Describes how the configuration items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 10**

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:**

Explanation:

**QUESTION 11**

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 12**

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 13**

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modeled
- D. Service value is visible to customers

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 14**

Which one of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 15**

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
- C. 1 and 3 only
- D. All of the above

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 16**

Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 17**

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:**

Explanation:

#### **QUESTION 18**

Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 19**

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

- A. To ensure that a service can be managed and operated in accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 20**

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:**

Explanation:

**QUESTION 21**

What should a service always deliver to customers?

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

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 22**

Which of the following are managed by facilities management?

1. Hardware within a data centre or computer room
2. Applications
3. Power and cooling equipment

4. Recovery sites

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

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 23**

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 24**

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:**

Explanation:

#### **QUESTION 25**

Which areas of service management can benefit from automation?

- 1. Design and modeling
- 2. Reporting
- 3. Pattern recognition and analysis
- 4. Detection and monitoring

- A. 1, 2 and 3 only
- B. 1, 3 and 4 only



- C. 2, 3 and 4 only
- D. All of the above

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 26**

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 27**

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:**

Explanation:

#### **QUESTION 28**

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:**

Explanation:

**QUESTION 29**

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
- D. Defining measurable targets

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 30**

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 31**

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:**

Explanation:

**QUESTION 32**

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost

- C. The end-to-end service
- D. Infrastructure availability

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

### QUESTION 33

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

### QUESTION 34

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
- D. Ensuring that all operational services are recorded in the service catalogue

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

### QUESTION 35

Which one of the following is an objective of release and deployment management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To ensure that the overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

### QUESTION 36

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the service knowledge management system
- D. The configuration management system is part of the configuration management database

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 37**

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:**

Explanation:

#### **QUESTION 38**

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

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 39**

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps."

What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 40**

Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics
2. Business continuity strategy
3. Business impact analysis (BIA)
4. Risk assessment

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

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

Topic 2, Volume B

**QUESTION 41**

What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
- B. An agreement between the service provider and an external organization
- C. A document that describes to a customer how services will be operated on a day-to-day basis
- D. A document that describes business services to operational staff

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 42**

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 43**

Which one of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To ensure that service changes create the expected business value
- C. To minimize the impact of service outages on day-to-day business activities
- D. To plan and manage entries in the service catalogue

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 44**

Which one of the following is the BEST definition of an event?

- A. Any change of state that has significance for the management of a configuration item (CI) or IT service
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 45**

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 46**

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes which will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 47**

Which one of the following is the BEST description of a major incident?

- A. An incident which is so complex that it requires root cause analysis before a workaround can be found
- B. An incident which requires a large number of people to resolve
- C. An incident logged by a senior manager
- D. An incident which has a high priority or a high impact on the business

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 48**

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. The ECAB considers every high priority request for change
- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
- D. The ECAB will be chaired by the IT director

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 49**

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

- 1. Monitoring system availability
  - 2. Designing availability into a proposed solution
- A. None of the above
  - B. Both of the above
  - C. 1 only
  - D. 2 only

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 50**

Which of the following would be examined by a major problem review?

- 1. Things that were done correctly
- 2. Things that were done incorrectly

- 3. How to prevent recurrence
- 4. What could be done better in the future

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

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 51**

Which one of the following would NOT involve event management?

- A. Intrusion detection
- B. Recording and monitoring environmental conditions in the data centre
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 52**

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:**

Explanation:

#### **QUESTION 53**

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

**Answer:** B

**Section:** (none)



**Explanation/Reference:**

Explanation:

**QUESTION 54**

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 55**

In which core UIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 56**

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?
- 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:**

Explanation:

**QUESTION 57**

The multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 58**

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 59**

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)

**Explanation/Reference:**

Explanation:

#### **QUESTION 60**

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Requestfulfillment
- B. Service portfolio management
- C. Service desk
- D. IT finance

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 61**

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

- A. Service level management
- B. Change management
- C. Incident management
- D. Service asset and configuration management

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 62**

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and 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:**

Explanation:

**QUESTION 63**

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 64**

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 65**

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1. Providing an understanding of what strategy is
  2. Ensuring a working relationship between the customer and service provider
  3. Defining how value is created
- A. 1 only  
B. 2 only  
C. 3 only  
D. All of the above

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 66**

In which of the following areas would ITIL complementary guidance provide assistance?

1. Adapting best practice for specific industry sectors
  2. Integrating ITIL with other operating models
- A. Both of the above  
B. Neither of the above  
C. Option 1 only  
D. Option 2 only

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 67**

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:**

Explanation:

**QUESTION 68**

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)

**Explanation/Reference:**

Explanation:

**QUESTION 69**

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:**

Explanation:

**QUESTION 70**

Which one of the following is the BEST description of a service-based service level agreement (SLA)?

- A. An agreement with an individual customer group, covering all the services that they use
- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all customers of that service

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 71**

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:**

Explanation:

#### **QUESTION 72**

Which one of the following activities would be performed by access management?

- A. Providing physical security for staff at data centers and other buildings
- B. Managing access to computer rooms and other secure locations
- C. Managing access to the service desk
- D. Managing the rights to use a service or group of services

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 73**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, requestfulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, requestfulfillment, and event management
- D. Incident management, service desk, requestfulfillment, access management, and event management

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 74**

Which of the following activities are performed by a desk?

1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes

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

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 75**

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:**

Explanation:

**QUESTION 76**

Who is responsible for defining metrics for change management?

- A. The change management process owner  
B. The change advisory board (CAB)  
C. The service owner  
D. The continual service improvement manager

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 77**

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:**

Explanation:

**QUESTION 78**

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:**

Explanation:

#### **QUESTION 79**

Which one of the following is NOT a characteristic of a process?

- A. It is measurable
- B. It delivers specific results
- C. It responds to specific events
- D. It structures an organization

**Answer:** D

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 80**

Which of the following are within the scope of service asset and configuration management?

- 1. Identification of configuration items (CIs)
  - 2. Recording relationships between CIs
  - 3. Recording and control of virtual CIs
  - 4. Approving finance for the purchase of software to support service asset and configuration management
- A. 1,2 and 3 only
  - B. All of the above
  - C. 1,2 and 4 only
  - D. 3 and 4 only

**Answer:** A

**Section:** (none)

**Explanation/Reference:**

#### **QUESTION 81**

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:**

Explanation:

#### **QUESTION 82**

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 83**

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps."

What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

#### **QUESTION 84**

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. The ECAB considers every high priority request for change
- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
- D. The ECAB will be chaired by the IT director

**Answer:** C

**Section:** (none)

**Explanation/Reference:**

Explanation:

**QUESTION 85**

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

**Answer:** B

**Section:** (none)

**Explanation/Reference:**

Explanation: