

Final Exam

Started: Aug 13 at 3:40pm

Quiz Instructions

Final Exam

- Modules 3, 4, 5
- Service Transition, Operation and CSI
- 90 minutes to complete.

Question 1

2 pts

(FE239)What does the continual service improvement (CSI) approach enable a business to achieve?

- ☐ It dictates the way the business interacts with external suppliers
- ☐ It helps the stakeholders understand their customers
- ☐ It keeps the communication going within the business
- ☒ It helps the business in making decisions on improvement initiatives

Question 2

2 pts

(FE126)Which of the following is the BEST reason for categorizing incidents?

- ☐ To ensure service levels are met and breaches of agreements are avoided

- ☒ To establish trends for use in problem management and other IT service management (ITSM) activities
- ☐ To identify whether the user is entitled to log an incident for this particular service
- ☐ To enable the incident management database to be partitioned for greater efficiency

Question 3**2 pts**

(FE30) Which one of the following is the CORRECT set of steps for the continual service improvement approach?

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

Question 4**2 pts**

(FE73) What are the categories of event described in the ITIL service operation book?

- ☐ Scheduled, unscheduled, emergency
- ☒ Informational, warning, exception

- ☐ Informational, scheduled, normal
- ☐ Warning, reactive, proactive

Question 5**2 pts**

(FE105) Which process is responsible for low risk, frequently occurring, low cost changes?

- ☐ Release and deployment management
- ☐ Incident management
- ☒ Request fulfillment
- ☐ Demand management

Question 6**2 pts**

(FE224) The definitive media library is the responsibility of:

- ☐ Request fulfillment
- ☒ Service asset and configuration management
- ☐ Access management
- ☐ Facilities management

Question 7**2 pts**

(FE52)Service transition contains detailed descriptions of which processes?

- ☐ Change management, capacity management event management, service request management
- ☒ Change management, service asset and configuration management, release and deployment management
- ☐ Service asset and configuration management, release and deployment management, request fulfillment
- ☐ Service level management, service portfolio management, service asset and configuration management

Question 8**2 pts**

(FE165)Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

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

Question 9**2 pts**

(FE104) Which one of the following is NOT a valid purpose or objective of problem management?

- ☐ To prevent problems and resultant incidents
- ☒ To restore service to a user
- ☐ To eliminate recurring incidents
- ☐ To manage problems throughout their lifecycle

Question 10

2 pts

(FE258) Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

- ☐ Training tool administrators how to manage tools and monitoring tool performance in operational environment
- ☐ Testing the tool and training process managers on using the process
- ☐ Testing the tool and training process managers on using the process and development or purchase of tools and deployment of the process
- ☐ Development or purchase of tools and deployment of the tools
- ☒ Development or purchase of tools and deployment of the process

Question 11

2 pts

(FE140) Which of the following is not a service desk type recognized in the service operation volume of ITIL?

- ☐ Virtual
- ☐ Local
- ☐ Centralized
- ☒ Outsourced

Question 12

2 pts

(FE46) Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- ☐ Demand management
- ☐ Service level management
- ☐ Service portfolio management
- ☒ Request fulfilment

Question 13

2 pts

(FE89) Which statement about the emergency change advisory board (ECAB) is CORRECT?

- ☐ Amongst the duties of the ECAB is the review of completed emergency changes

- ☐ The ECAB considers every high priority request for change (RFC)
- ☐ The ECAB will be chaired by the IT Director
- ☒ The ECAB will be used for emergency changes where there may not be time to call a full CAB

Question 14**2 pts**

(FE231) Which types of communication would the functions within service operation use? 1. Communication between data centre shifts. 2. Communication related to changes. 3. Performance reporting. 4. Routine operational communication.

- ☐ 1, 2 and 4 only
- ☒ All of the above
- ☐ 1 only
- ☐ 2 and 3 only

Question 15**2 pts**

(FE92) Which one of the following statements about incident reporting and logging is CORRECT?

- ☒ Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- ☐ All calls to the service desk must be logged as incidents

- ☐ Incidents can only be reported by users
- ☐ Incidents reported by technical staff must also be logged as problems

Question 16**2 pts**

(FE35) Which of the following are basic concepts used in access management?

- ☐ Personnel, electronic, network, emergency, identity
- ☐ Normal, temporary, emergency, personal, group
- ☒ Rights, access, identity, directory services, service/service components
- ☐ Physical, personnel, network, emergency, service

Question 17**2 pts**

(FE44) Which one of the following includes four stages called Plan, Do, Check and Act?

- ☐ The continual service improvement approach
- ☒ The Deming Cycle
- ☐ The service lifecycle
- ☐ The seven-step improvement process

Question 18**2 pts**

(FE202) Which of the following are benefits to the business of implementing service transition? 1. Better reuse and sharing of assets across projects and resources. 2. Reduced cost to design new services. 3. Result in higher volume of successful changes.

- ☐ 2 and 3 only
- ☐ 1 and 2 only
- ☒ 1 and 3 only
- ☐ None of the above

Question 19**2 pts**

(FE149) Which one of the following statements BEST describes a definitive media library (DML)?

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

Question 20**2 pts**

(FE26)What is the name of the group that should review changes that must be implemented faster than the normal change process?

- ☐ Technical management
- ☐ Urgent change authority
- ☐ Urgent change board
- ☒ Emergency change advisory board

Question 21

2 pts

(FE88)What would be the next step in the continual service improvement (CSI) model after? 1. What is the vision? 2. Where are we now? 3. Where do we want to be? 4. How do we get there? 5. Did we get there?

- ☐ How much did it cost?
- ☒ How do we keep the momentum going?
- ☐ What is the return on investment (ROI)?
- ☐ What is the value on investment (VOI)?

Question 22

2 pts

(FE81)Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

- ☐ The service owner
- ☒ The process owner
- ☐ The customer
- ☐ The IT director

Question 23**2 pts**

(FE222) Which Functions are included in IT operations management?

- ☐ Network management and application management
- ☐ Technical management and change management
- ☒ IT operations control and facilities management
- ☐ Facilities management and release management

Question 24**2 pts**

(FE180) Who is responsible for defining metrics for change management?

- ☐ The service owner
- ☐ The continual service improvement manager
- ☐ The change advisory board (CAB)
- ☒ The change management process owner

Question 25**2 pts**

(FE234)Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

- ☐ Continual service improvement
- ☐ Service transition
- ☒ Service operation
- ☐ Service strategy

Question 26**2 pts**

(FE259)Which three types of metric support Continual Service Improvement (CSI) activities?

- ☐ Process metrics, software metrics and financial metrics
- ☒ Technology metrics, process metrics and service metrics
- ☐ Service metrics, technology metrics and Key Performance Indicator (KPI) metrics
- ☐ Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics

Question 27**2 pts**

(FE158)Which one of the following statements is CORRECT?

- ☒ The configuration management system is part of the service knowledge management system
- ☐ The service knowledge management system is part of the configuration management system
- ☐ The configuration management system is part of the configuration management database
- ☐ The configuration management system is part of the known error database

Question 28**2 pts**

(FE59) Which process will regularly analyze incident data to identify discernible trends?

- ☐ Event management
- ☐ Service level management
- ☒ Problem management
- ☐ COhange management

Question 29**2 pts**

(FE210) Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- ☐ A definitive media library
- ☐ A capacity database

- ☐ A request for change
- ☒ A known error database

Question 30**2 pts**

(FE172) Which one of the following activities is NOT part of the Deming Cycle?

- ☐ Plan
- ☐ Act
- ☐ Do
- ☒ Co-ordinate

Question 31**2 pts**

(FE197) Which of the following should be done when closing an incident? 1. Check the incident categorization and correct it if necessary. 2. Check that the user is satisfied with the outcome.

- ☐ Neither of the above
- ☐ 2 only
- ☐ 1 only
- ☒ Both of the above

Question 32**2 pts**

(FE249)What should a release policy include?

- ☐ How request for changes (RFCs) are approved for software releases in the IT production environment
- ☐ Roles and responsibilities across all the service transition processes
- ☐ Roles and responsibilities for updating the configuration management database (CMDB)
- ☒ Criteria and authorization to exit early life support and handover to the service operation function

Question 33**2 pts**

(FE146)What is the BEST description of the purpose of the service operation stage of the service lifecycle?

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

Question 34**2 pts**

(FE128) 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 customers successful. 2. Enabling the service provider to respond quickly and effectively to changes in the business environment. 3. Support the creation of a portfolio of quantified services

☒ All of the above

☐ 1 and 2 only

☐ 2 and 3 only

☐ 1 and 3 only

Question 35

2 pts

(FE124) Access management is closely related to which other process?

☐ 3rd line support

☒ Information security management

☐ Capacity management only

☐ Change management

Question 36

2 pts

(FE205) Which statement BEST represents the guidance on incident logging?

- ☒ All incidents must be fully logged
- ☐ Incidents must only be logged if a resolution is not immediately available
- ☐ Only incidents reported to the service desk can be logged
- ☐ The service desk decides which incidents to log

Question 37**2 pts**

(FE62) Which of the following is NOT a valid objective of problem management?

- ☒ To restore service to a user
- ☐ To eliminate recurring incidents
- ☐ To manage problems throughout their lifecycle
- ☐ To prevent problems and their resultant incidents

Question 38**2 pts**

(FE252) What is an objective of event management?

- ☐ To provide a channel for users to receive standard services that they are expecting
- ☐ To minimize the impact of incidents due to service failures that cannot be prevented
- ☐ To maintain user satisfaction with the quality of IT services
- ☒ To detect changes of state that have significance for management of an IT service

Question 39**2 pts**

(FE111) Which of the following are classed as stakeholders in service management? Customers, Users, Suppliers

- ☐ 2 and 3 only
- ☒ All of the above
- ☐ 1 and 2 only
- ☐ 1 and 3 only

Question 40**2 pts**

(FE29) The BEST description of an incident is:

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

Question 41**2 pts**

(FE91) Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- ☐ Internal
- ☒ Service desk
- ☐ Shared services unit
- ☐ External

Question 42**2 pts**

(FE82) Which process is responsible for ensuring that appropriate testing takes place?

- ☐ Service asset and configuration management
- ☒ Release and deployment management
- ☐ Service level management
- ☐ Knowledge management

Question 43**2 pts**

(FE106) Which function or process would provide staff to monitor events in an operations bridge?

- ☒ IT operations management
- ☐ Applications management
- ☐ Technical management

- ☐ Request fulfillment

Question 44**2 pts**

(FE241) Which of the following is NOT an objective of the operations management function?

- ☒ Management of the definitive media library (DML)
- ☐ Delivering operational improvements to achieve reduced costs
- ☐ Swift application of skills to diagnose any IT operations failures that occur
- ☐ Maintenance of status quo to achieve stability of day to day processes and activities

Question 45**2 pts**

(FE122) Which one of the following is NOT an aim of the change management process?

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

Question 46**2 pts**

(FE22)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

- ☐ 1, 3 and 4 only
- ☐ 1, 2 and 3 only
- ☒ 1,2 and 4 only
- ☐ 2, 3 and 4 only

Question 47**2 pts**

(FE232)Where would all the possible service improvement opportunities be recorded?

- ☐ Configuration management database
- ☒ CSI register
- ☐ Known error database
- ☐ Capacity management information system

Question 48**2 pts**

(FE209) Which of the following is the BEST description of a centralized service desk?

- ☐ The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- ☐ The desk provides 24-hour global support
- ☒ There is a single desk in one location serving the whole organization
- ☐ The desk is co-located within or physically close to the user community it serves

Question 49

2 pts

(FE218) Which stage of the change management process deals with what should be done if the change is unsuccessful?

- ☐ Categorization
- ☒ Remediation planning
- ☐ Prioritization
- ☐ Review and close

Question 50

2 pts

(FE129) 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.

☐ 1 only

☒ All of the above

☐ 2 and 3 only

☐ 1, 2 and 4 only

Quiz saved at 4:16pm

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