MidTerm Exam

Started: Jun 27 at 2:30pm

Quiz Instructions

Mid-Term Exam

- 50 questions; 90 minutes. Service Strategy and Service Design
    - (Module 1 and Module 2)

Question 1	2 pts

(FE84)Which of the following is the correct definition of an outcome?

○ The result of carrying out an activity, following a process or delivering an IT service

🔘 All the accumulated knowledge of the service provider

○ The results specific to the clauses in a service level agreement (SLA)

○ All incidents reported to the service desk

Question 2	2 pts

(FE201)A Service design package (SDP) would normally be produced for which of the following? 1. A new IT service. 2. A major change to an IT service. 3. An emergency change to an IT service. 4. An IT service retirement

🔘 1,2 and 4 only

○ All of the above

○ 2, 3 and 4 only

○ None of the above

Question 3   2 pts

(FE184)Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

○ Risk management

○ Service level management

○ Demand management

◉ Financial management

Question 4   2 pts

(FE260)Which of the following are CORRECT Service Design Aspects? 1. Service Solutions for new or changed services. 2. Management policies and guidelines. 3. Business requirements technology and management architectures. 4. Process requirements technology and management architectures.

○ 1 and 2

○ 3 and 4

○ 2 and 3

○ 1 and 4

Question 5

2 pts

(FE138)Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?

○ To ensure that a service managed and operated accordance with constraints specified during design

◉ To design and develop capabilities for service management

○ To plan the resources required to manage a release

○ To provide good-quality knowledge and information about services

Question 6

2 pts

(FE118)What is a RACI model used for?

◉ Defining roles and responsibilities

○ Recording configuration items

○ Monitoring services

○ Performance analysis

Question 7

2 pts

(FE54)Which process would be used to compare the value that newer services have offered over those they have replaced?

○ ● Service portfolio management

○ Availability management

○ Service catalogue management

○ Capacity management

Question 8   2 pts

(FE253)Where are the details of core and enhancing services provided?

○ The definitive media library

○ The configuration management system

● The service catalogues

○ The service portfolio

Question 9   2 pts

(FE63)Which one of the following is an objective of service catalogue management?

● Ensuring that the service catalogue is made available to those approved to access it

○ Negotiating and agreeing service level agreement

○ Only ensuring that adequate technical resources are available

○ Negotiating and agreeing operational level agreements

Question 10   2 pts

(FE33)Which process is responsible for discussing reports with customers showing whether services have met their targets?

○ Change management

○ Continual service improvement

○ Availability management

● Service level management

Question 11   2 pts

(FE19)Which one of the following is NOT part of the service design stage of the service lifecycle?

● Designing and maintaining all necessary service transition packages

○ Measuring the effectiveness and efficiency of service design and the supporting processes

○ Producing quality, secure and resilient designs for new or improved services

○ Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced

Question 12

2 pts

(FE80)In which document would you expect to see an overview of actual service achievements against targets?

○ Service level agreement(SLA)

○ Operational level agreement(OLA)

○ Capacity plan

● SLA monitoring chart(SLAM)

Question 13

2 pts

(FE256)Which process analyses services that are no longer viable and when they should be retired?

○ Change management

○ Service level management

○ Business relationship management

● Service portfolio management

Question 14   2 pts

(FE21)Which process is responsible for managing relationships with vendors?

○ Change management

○ Continual service improvement

○ Service portfolio management

● Supplier management

Question 15   2 pts

(FE37)Within service design, what is the key output handed over to service transition?

○ Service portfolio design

● Service design package

○ Process definitions

○ Measurement, methods and metrics

Question 16   2 pts

(FE71)Where would you expect incident resolution targets to be documented?

○ A service description

🔘 A service level agreement (SLA)

⭕ A request for change (RFC)

⭕ The service portfolio

Question 17

2 pts

(FE96)How many people should be accountable for a process as defined in the RACI model?

⭕ Only one the process architect

⭕ As many as necessary to complete the activity

🔘 Only one the process owner

⭕ Two the process owner and the process enactor

Question 18

2 pts

(FE192)Which of the following identifies the purpose of design coordination?

⭕ Ensuring all service designs have availability designed into them

🔘 Provide a single point of control for all activities and processes within the service design stage of the lifecycle

⭕ Control of all supplier relationships from design right through to the production environment

○ Designing of all the links between every service design process and all other processes in the service lifecycle

Question 19   2 pts

(FE58)Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

○ Continual service improvement (CSI) approach

○ The Deming Cycle

◉ RACI model

○ Incident model

Question 20   2 pts

(FE28)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

◉ All of the above

○ 2 and 3 only

○ 1 and 3 only

○ 1 and 2 only

Question 21   2 pts

(FE75)Which one of the following is concerned with policy and direction?

○ Service level management

◉ Governance

○ Capacity management

○ Service design

Question 22   2 pts

(FE233)Which of the following statements correctly states the relationship between urgency, priority and impact?

○ Impact should be based on urgency and priority

○ Urgency should be based on impact and priority

◉ Priority should be based on impact and urgency

○ Impact, priority and urgency are independent of each other

Question 23   2 pts

(FE220)Which of these recommendations is best practice for service level management? 1. Include legal terminology in service level agreements (SLAs). 2. It is NOT necessary to be able to measure all the targets in an SLA.

○ ● Neither of the above

○ 2only

○ Both of the above

○ 1 only

Question 24   2 pts

(FE159)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?

○ People, products, perspective, partners

○ Performance, process, products, problems

○ People, process, partners, performance

● People, process, products, partners

Question 25   2 pts

(FE39)Which process is responsible for the availability, confidentiality and integrity of data?

○ Information security management

○ Service asset and configuration management

○ Change management

○ Service catalogue management

Question 26

2 pts

(FE153)Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

○ Service transition

○ Continual service improvement

◉ Service design

○ Service operation

Question 27

2 pts

(FE14)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?

○ Demand management

◉ Service catalogue management

○ Service level management

○ Service transition

Question 28

2 pts

(FE160)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.

○ 1, 2 and 4 only

○ 1, 3 and 4 only

○ 1, 2 and 3 only

● 2, 3 and 4 only

Question 29

2 pts

(FE170)Which processes are responsible for the regular review of underpinning contracts?

● Supplier management and service level management

○ Supplier management and availability management

○ Availability management and service level management

○ Supplier management and change management

Question 30   2 pts

(FE69)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"?

- ⊙ Profit
- ⊙ Preparation
- 🔘 Products
- ⊙ Potential

Question 31   2 pts

(FE36)Which of these statements about resources and capabilities is CORRECT?

- 🔘 Resources and capabilities are both types of service asset
- ⊙ Capabilities are types of service asset and resources are not
- ⊙ Neither capabilities nor resources are types of service asset
- ⊙ Resources are types of service asset and capabilities are not

Question 32   2 pts

(FE215)What is the primary focus of business capacity management?

○ Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology

○ Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services

○ Review of all capacity supplier agreements and underpinning contracts with supplier management

🔵 Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Question 33   2 pts

(FE226)Which of the following statements MOST correctly identifies the scope of design coordination activities?

○ Only changes to business critical systems are included

○ Only changes that introduce new services are included

○ All changes are mandated to be included

🔵 Any changes that would benefit the organization are included

Question 34   2 pts

(FE48)Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

🔵 The supplier management

○ The IT service continuity management

○ The service catalogue management

○ The service level management

Question 35   2 pts

(FE223)Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

○ Capacity management

○ Service catalogue management

○ Availability management

● Business relationship management

Question 36   2 pts

(FE112)From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

● Customer

○ User

○ Supplier

○ Administrator

Question 37   2 pts

(FE257)What BEST defines roles and responsibilities in relation to process and activities?

○ Configuration baseline

○ Service model

○ Human resource model

⦿ RACI matrix

Question 38   2 pts

(FE116)Which one of the following is the purpose of service level management?

○ To create and populate a service catalogue

○ To carry out the service operations activities needed to support current IT services

⦿ To ensure that an agreed level of IT service is provided for all current IT services

○ To ensure that sufficient capacity is provided to deliver the agreed performance of services

Question 39   2 pts

(FE120)Which of the following statements MOST correctly identifies the scope of design coordination activities?

○ Only changes that introduce new services

◉ Any change that the organization believes could benefit

○ It is mandatory that all changes are subject to design coordination activity

○ Only changes to business critical systems

Question 40   2 pts

(FE168)Which one of the following would NOT involve event management?

◉ Recording service desk staff absence

○ Monitoring the status of configuration items

○ Intrusion detection

○ Recording and monitoring environmental conditions in the data center

Question 41   2 pts

(FE11)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

○ Both of the above

○ 1 only

◉ 2 only

○ Neither of the above

Question 42   **2 pts**

(FE141)What is the primary focus of the business management?

○ Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services

◉ Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

○ Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology

○ Review of all capacity supplier agreements and underpinning contracts with supplier management

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Question 43   **2 pts**

(FE72)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

◉ All of the above

○ 2 and 3 only

○ 1 and 2 only

○ 1 and 3 only

Question 44

2 pts

(FE156)Which one of the following is NOT the responsibility of service catalogue management?

○ Ensuring that information in the service catalogue is consistent with information in the service portfolio

○ Ensuring that all operational services are recorded in the service catalogue

● Ensuring that service level agreements are maintained

○ Ensuring that information in the service catalogue is accurate

Question 45

2 pts

(FE161)What is the BEST description of an operational level agreement (OLA)?

○ A document that describes business services to operational staff

○ A document that describes to a customer how services will be operated on a day-to-day basis

○ An agreement between the service provider and an external organization

● An agreement between the service provider and another part of the same organization

Question 46

2 pts

(FE18)Which process includes business, service and component sub-processes?

- ⚪ Incident management
- ⚪ Financial management
- 🔵 Capacity management
- ⚪ Service level management

Question 47

2 pts

(FE216)Which statement about the service portfolio is TRUE?

- ⚪ It allows the organization unlimited resources when planning for new service deployments
- ⚪ It is an integral part of the service catalogue
- ⚪ The service portfolio includes ail services except those managed by third parties
- 🔵 It represents all resources presently engaged or being released in various stages of the service lifecycle

Question 48

2 pts

(FE167)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.

- ○ None of the above
- ○ 1 only
- ● 2 only
- ○ Both of the above

Question 49   2 pts

(FE47)Which of the following BEST describes partners' in the phrase people, processes, products and partners"?

- ○ The facilities management function
- ○ Internal departments
- ● Suppliers, manufacturers and vendors
- ○ Customers

Question 50   2 pts

(FE121)What is the PRIMARY process for strategic communication with the service provider's customers?

○ Service portfolio management

○ Service desk

● Business relationship management

○ Service catalogue management

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