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EXIN EX0-101 EXAM BUNDLE

Exam Name: EXIN ITIL Foundation v.3 & ITIL Foundation

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QUESTION 1

What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

- A. Return On Investment (ROI), Value On Investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities
- D. Technology, process and service

Correct Answer: D

Section: (none)

Explanation

QUESTION 2

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 3

Availability Management is responsible for availability of the:

- A. Services and Components
- B. Services and Business Processes
- C. Components and Business Processes
- D. Services, Components and Business Processes

Correct Answer: A

Section: (none)

Explanation

QUESTION 4

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the Service Desk for service requests
- B. Web front-end
- C. Menu-driven range of self help and service requests
- D. A direct interface into the back-end process-handling software

Correct Answer: A

Section: (none)

Explanation

QUESTION 5

Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

Correct Answer: A

Section: (none)

Explanation

QUESTION 6

Which of the following are types of communication you could expect the functions within Service Operation to perform?

1. Communication between Data Centre shifts
2. Communication related to changes
3. Performance reporting
4. Routine operational communication

- A. 1 only

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

Correct Answer: D

Section: (none)

Explanation

QUESTION 7

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



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- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Which of the following is the BEST definition of the term Service Management?

- A. A set of specialised 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

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D. Units of organizations with roles to perform certain activities

Correct Answer: A

Section: (none)

Explanation

QUESTION 9

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

- A. It is measurable
- B. Delivers specific results
- C. Responds to specific events
- D. A method of structuring an organization

Correct Answer: D

Section: (none)

Explanation

QUESTION 10

Which of the following would be defined as part of every process?

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

Correct Answer: D

Section: (none)

Explanation

QUESTION 11

What are the publications that provide guidance specific to industry sectors and organization types

known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

Correct Answer: B

Section: (none)

Explanation

QUESTION 12

What is the BEST description of the purpose of Service Operation?

- A. To decide how IT will engage with suppliers during the Service Management 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

Correct Answer: D

Section: (none)

Explanation

QUESTION 13

Which of the following should NOT be a concern of Risk Management?

- A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
- B. To ensure that the workplace is a safe environment for its employees and customers
- C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
- D. To ensure only the change requests with mitigated risks are approved for implementation

Correct Answer: D

Section: (none)

Explanation

QUESTION 14

Which of the following is the CORRECT definition of a Release Unit?

- A. A measurement of cost
- B. A function described within Service Transition
- C. The team of people responsible for implementing a release
- D. The portion of a service or IT infrastructure that is normally released together

Correct Answer: D

Section: (none)

Explanation

QUESTION 15

The BEST definition of an Incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption or reduction in the quality of an IT 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

Correct Answer: B

Section: (none)

Explanation

QUESTION 16

Which of the following BEST describes a Problem?

- A. A Known Error for which the cause and resolution are not yet known
- B. The cause of two or more Incidents
- C. A serious Incident which has a critical impact to the business
- D. The cause of one or more Incidents

Correct Answer: D

Section: (none)

Explanation

QUESTION 17

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?
 6. ?
-
- A. What is the Return On Investment (ROI)?
 - B. How much did it cost?
 - C. How do we keep the momentum going?
 - D. What is the Value On Investment (VOI)?

Correct Answer: C

Section: (none)

Explanation

QUESTION 18

Which of the following do Service Metrics measure?

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 19

Which processes review Underpinning Contracts on a regular basis?



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- A. Supplier Management and Service Level Management
- B. Supplier Management and Demand Management
- C. Demand Management and Service Level Management
- D. Supplier Management, Demand Management and Service Level Management

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
- D. Service Catalogue and Service Portfolio are different names for the same thing

Correct Answer: C

Section: (none)

Explanation

QUESTION 21

Which role 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

Correct Answer: B

Section: (none)

Explanation

QUESTION 22

Consider the following list:

1. Change Authority
2. Change Manager
3. Change Advisory Board (CAB)

What are these BEST described as?

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

Correct Answer: D

Section: (none)

Explanation

QUESTION 23

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 Configuration Management
- D. Service Asset and Configuration Management, Release and Deployment Management, Request

Fulfilment

Correct Answer: A

Section: (none)

Explanation

QUESTION 24

Which of the following statements is CORRECT?

- A. The Configuration Management System is part of the Known Error Data Base
- 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

Correct Answer: C

Section: (none)

Explanation

QUESTION 25

Major Incidents require:

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

Correct Answer: A

Section: (none)

Explanation

QUESTION 26

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

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service.

This includes technical staff

- C. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- D. Incidents reported by technical staff must be logged as Problems because technical staff manage infrastructure devices not services

Correct Answer: B

Section: (none)

Explanation

QUESTION 27

What is the BEST description of a Major Incident?

- A. An Incident that 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 high impact on the business

Correct Answer: D

Section: (none)

Explanation

QUESTION 28

Which of the following should be done when closing an incident?

1. Check the incident categorization and correct it if necessary
2. Check that user is satisfied with the outcome

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

Correct Answer: B

Section: (none)

Explanation

QUESTION 29

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

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

Correct Answer: D

Section: (none)

Explanation

QUESTION 30

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

Correct Answer: A

Section: (none)

Explanation

QUESTION 31

Which of the following BEST describes 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 can be approved by the Change Manager without a Change Advisory Board (CAB) meeting

Correct Answer: A

Section: (none)

Explanation

QUESTION 32

Event Management, Problem Management, Access Management and Request Fulfilment are part of which stage of the Service Lifecycle?



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- A. Service Strategy
- B. Service Transition
- C. Service Operation
- D. Continual Service Improvement

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Which of the following is NOT a valid objective of Request Fulfilment?

- A. To provide information to users about what services are available and how to request them
- B. To update the Service Catalogue with services that may be requested through the Service Desk
- C. To provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

Correct Answer: B

Section: (none)

Explanation

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QUESTION 34

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

- A. Request Fulfilment
- B. Service Portfolio Management
- C. Service Desk
- D. IT Finance

Correct Answer: A

Section: (none)

Explanation

QUESTION 35

Which of the following are Service Desk organizational structures?

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

Correct Answer: A

Section: (none)

Explanation

QUESTION 36

Which Functions are included in IT Operations Management?

- A. Network Management and Application Management
- B. Technical Management and Change Management
- C. IT Operations Control and Facilities Management
- D. Facilities Management and Release Management

Correct Answer: C

Section: (none)

Explanation

QUESTION 37

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

Correct Answer: B

Section: (none)

Explanation

QUESTION 38

Which of the following CANNOT be provided by a tool?

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 39

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Correct Answer: D

Section: (none)

Explanation

QUESTION 40

Which of the following areas would technology help to support during the Service Transition phase of the lifecycle?

1. Data mining and workflow tools
2. Measurement and reporting systems
3. Release and deployment technology
4. Process Design

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 41

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

- A. Value on Investment (VOI), Return on Investment (ROI)
- B. Customer and User satisfaction
- C. Understanding Service Requirements and Warranty
- D. Utility and Warranty

Correct Answer: D

Section: (none)

Explanation

QUESTION 42

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

Correct Answer: B

Section: (none)

Explanation

QUESTION 43

What is the Service Pipeline?

- A. All services that are at a conceptual or development stage
- B. All services except those that have been retired
- C. All services that are contained within the Service Level Agreement (SLA)
- D. All complex multi-user services

Correct Answer: A

Section: (none)

Explanation

QUESTION 44

Which 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 authorised 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 authorised versions of all software and back-ups are stored and protected

Correct Answer: B

Section: (none)

Explanation

QUESTION 45

In the phrase "People, Processes, Products and Partners". Products refers to:

- A. IT Infrastructure and Applications
- B. Services, technology and tools
- C. Goods provided by third parties to support the IT Services
- D. All assets belonging to the Service Provider

Correct Answer: B

Section: (none)

Explanation

QUESTION 46

Defining the processes needed to operate a new service is part of:

- 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

Correct Answer: A

Section: (none)

Explanation

QUESTION 47

Which Service Design process makes the most use of data supplied by Demand Management?

- A. Service Catalogue Management
- B. Service Level Management
- C. IT Service Continuity Management
- D. Capacity Management

Correct Answer: D

Section: (none)

Explanation

QUESTION 48

Which of these are objectives of Service Level Management

- 1: Defining, documenting and agreeing the level of IT 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

Correct Answer: A

Section: (none)

Explanation

QUESTION 49

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

- A. Continual Service Improvement
- B. Business Relationship Management
- C. Service Level Management
- D. Availability Management

Correct Answer: C

Section: (none)

Explanation

QUESTION 50

Which of the following does the Availability Management process include?

1. Ensuring services are able to meet availability targets
2. Monitoring and reporting actual availability
3. Improvement activities, to ensure that services continue to meet or exceed their availability goals

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 51

Reliability is a measure of:

- A. The availability of a service or component
- B. The level of risk that could impact a service or process
- C. How long a service or component can perform its function without failing
- D. A measure of how quickly a service or component can be restored to normal working

Correct Answer: C
Section: (none)
Explanation

QUESTION 52

Which process is responsible for managing relationships with vendors?

- A. Change Management
- B. Service Portfolio Management
- C. Supplier Management
- D. Continual Service Improvement

Correct Answer: C
Section: (none)
Explanation

QUESTION 53

The Supplier Management process includes:

- 1: Service Design activities, to ensure that contracts will be able to support the service requirements
- 2: Service Operation activities, to monitor and report supplier achievements
- 3: Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 54

Data used to support the capacity management process should be stored in:

- A. A configuration management database (CMDB)
- B. A capacity database (CDB)
- C. A configuration management system (CMS)
- D. A capacity management information system (CMIS)

Correct Answer: D

Section: (none)

Explanation

QUESTION 55

Which process contains the Business, Service and Component sub-processes?

- A. Capacity Management
- B. Incident Management
- C. Service Level Management
- D. Financial Management

Correct Answer: A

Section: (none)

Explanation

QUESTION 56

IT Service Continuity strategy should be based on:

- 1: Design of the service technology
- 2: Business continuity strategy

- 3: Business Impact Analysis
- 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

Correct Answer: C

Section: (none)

Explanation

QUESTION 57

A change process model should include:

- 1 - The steps that should be taken to handle the change with any dependences or co-processing defined, including handling issues and unexpected events
- 2 - Responsibilities; who should do what, including escalation
- 3 - Timescales and thresholds for completion of the actions
- 4 - Complaints procedures

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

Correct Answer: A

Section: (none)

Explanation

QUESTION 58

Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board
- B. A person that provides formal authorisation for a particular type of change.
- C. A role, person or a group of people that provides formal authorisation for a particular type of change.
- D. The Change Manager who provides formal authorisation for each change

Correct Answer: C

Section: (none)

Explanation

QUESTION 59

Which of these would fall outside the scope of a typical service change management process



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- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

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 and that will

accomplish the stakeholders requirements and deliver the intended objectives

- B. To ensure that each Release package specified by Service Design consists of a set of related assets and service components that are compatible with each other
- C. To ensure that all Release and Deployment packages can be tracked, installed, tested, verified and/or uninstalled or backed out if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

Section: (none)

Explanation

QUESTION 61

Which of the following BEST describes Technical Management?

- A. A Function responsible for Facilities Management and building control systems
- B. A Function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsible for all staff within the technical support Function
- D. A Function that includes the groups, departments or teams that provide technical expertise and overall management of the IT Infrastructure

Correct Answer: D

Section: (none)

Explanation

QUESTION 62

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

- A. Technical Management
- B. Service Desk
- C. IT Operations Control
- D. Facilities Management

Correct Answer: D

Section: (none)

Explanation

QUESTION 63

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

Correct Answer: B

Section: (none)

Explanation

QUESTION 64

A risk is:

- A. Something that won't happen
- B. Something that will happen
- C. Something that has happened
- D. Something that might happen

Correct Answer: D

Section: (none)

Explanation

QUESTION 65

A Service Level Agreement (SLA) is:

- A. The part of a contract that specifies 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

Correct Answer: D

Section: (none)

Explanation

QUESTION 66

The information that is passed to Service Transition to enable them to implement a new service is called:

- A. A Service Level Package
- B. A Service Transition Package
- C. A Service Design Package
- D. A New Service Package

Correct Answer: C

Section: (none)

Explanation

QUESTION 67

When should tests for a new service be designed?

- A. At the same time as the service is designed
- B. After the service has been designed, before the service is handed over to Service Transition
- C. As part of Service Transition
- D. Before the service is designed

Correct Answer: A

Section: (none)

Explanation

QUESTION 68

Which of these is the correct set of steps for the Continual Service Improvement Model?

- 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?

Correct Answer: D

Section: (none)

Explanation

QUESTION 69

Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

1. Assessing the impact and cause of Incidents and Problems
2. Assessing the impact of proposed Changes
3. Planning and designing a Change to an existing service
4. Planning a technology refresh or software upgrade

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

Correct Answer: B

Section: (none)

Explanation

QUESTION 70

A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

Correct Answer: B

Section: (none)

Explanation

QUESTION 71

What are Request Models used for?

- A. Capacity Management
- B. Modelling arrival rates and performance characteristics of service requests
- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Identifying frequently received user requests and defining how they should be handled

Correct Answer: D

Section: (none)

Explanation

QUESTION 72

What is the objective of Access Management?

- A. To provide security staff for Data Centers and other buildings
- B. To manage access to computer rooms and other secure locations
- C. To manage access to the Service Desk
- D. To manage the right to use a service or group of services

Correct Answer: D

Section: (none)

Explanation

QUESTION 73

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management
- B. Facilities Management
- C. Event Management
- D. Demand Management

Correct Answer: A

Section: (none)

Explanation

QUESTION 74

Which of these is the BEST description of a release unit?

- A. The portion of a service or IT infrastructure that is normally released together
- B. The smallest part of a service or IT infrastructure that can be independently changed
- C. The portion of a service or IT infrastructure that is changed by a particular release
- D. A metric for measuring the effectiveness of the Release and Deployment Management process

Correct Answer: A

Section: (none)

Explanation

QUESTION 75

Which of these is a reason for categorizing incidents?

- A. To establish trends for use in Problem Management and other IT Service Management (ITSM) activities
- B. To ensure that the correct priority is assigned to the incident
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

Section: (none)

Explanation

QUESTION 76

Which process is responsible for monitoring an IT Service and detecting when the performance drops below acceptable limits?

- A. Service Asset and Configuration Management
- B. Event Management
- C. Service Level Management
- D. Performance Management

Correct Answer: B

Section: (none)

Explanation

QUESTION 77

Which of the following might be used to manage an Incident?

1. Incident Model
2. Known Error Record

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 78

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

- A. Demand Management
- B. Incident Management
- C. Release and Deployment Management
- D. Request Fulfilment

Correct Answer: D

Section: (none)

Explanation

QUESTION 79

Who is responsible for defining Key Performance Indicators (KPIs) 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

Correct Answer: A

Section: (none)

Explanation

QUESTION 80

Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

- A. The IT Director
- B. The Process Owner
- C. The Service Owner
- D. The Customer

Correct Answer: B

Section: (none)

Explanation

QUESTION 81

Which role is accountable for a specific service within an organization?

- A. The Service Level Manager
- B. The Business Relationship Manager
- C. The Service Owner
- D. The Service Continuity Manager

Correct Answer: C

Section: (none)

Explanation

QUESTION 82

The Service Catalogue Manager has responsibility for producing and maintaining the Service Catalogue. One of their responsibilities would be ?

- A. Negotiating and agreeing Service Level Agreement
- B. Negotiating and agreeing Operational Level Agreements
- C. Ensuring that the information within the Service Catalogue is adequately protected and backed-up.

D. Only ensure that adequate technical resources are available.

Correct Answer: C

Section: (none)

Explanation

QUESTION 83

Access Management is closely related to which other processes?

- A. Availability Management only
- B. Information Security Management and 3rd line support
- C. Information Security Management and Availability Management
- D. Information Security Management only

Correct Answer: C

Section: (none)

Explanation

QUESTION 84

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 architecture and management systems

Correct Answer: C

Section: (none)

Explanation

QUESTION 85

One of the five major aspects of Service Design is the design of service solutions.
Which of the following does this include?

- A. Only capabilities needed and agreed
- B. Only resources and capabilities needed

- C. Only requirements needed and agreed
- D. Requirements, resources and capabilities needed and agreed

Correct Answer: D

Section: (none)

Explanation

QUESTION 86

A process owner is responsible for which of the following?

1. Documenting the process
2. Defining process Key Performance Indicators (KPIs)
3. Improving the process
4. Ensuring process staff undertake the required training

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

Correct Answer: B

Section: (none)

Explanation

QUESTION 87

Which of the following statements is CORRECT?



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- A. Process owners are more important to service management than service owners

- B. Service owners are more important to service management than process owners
- C. Service owners are as important to service management as process owners
- D. Process owners and service owners are not required within the same organization

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

Which of the following statements is INCORRECT?

The Service Owner:

- A. Is responsible for the day-to-day monitoring and operation of the service they own
- B. Is responsible for continual improvement and the management of change affecting the service they own
- C. Is a primary stakeholder in all of the underlying IT processes which support the service they own
- D. Is accountable for a specific service within an organization

Correct Answer: A

Section: (none)

Explanation

QUESTION 89

A Process Owner has been identified with an "I" in a RACI matrix.

Which of the following would be expected of them?

- A. Tell others about the progress of an activity
- B. Perform an activity
- C. Be kept up to date on the progress of an activity
- D. Manage an activity

Correct Answer: C

Section: (none)

Explanation

QUESTION 90

Which of the following is NOT the responsibility of the Service Catalogue Manager?

- A. Ensuring that information in the Service Catalogue is accurate
- B. Ensuring that information within the Service Pipeline is accurate
- 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

Correct Answer: B

Section: (none)

Explanation

QUESTION 91

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

- A. Process Manager
- B. Service Catalogue Manager
- C. Supplier Manager
- D. IT Designer/Architect

Correct Answer: C

Section: (none)

Explanation

QUESTION 92

A Service Design Package should 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

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

Correct Answer: B

Section: (none)

Explanation

QUESTION 93

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1. Progress

2. Effectiveness

3. Efficiency

4. ?

A. Cost

B. Conformance

C. Compliance

D. Capacity

Correct Answer: C

Section: (none)

Explanation

QUESTION 94

Which of the following defines the level of protection in Information Security Management?

A. The IT Executive

B. The ISO27001 Standard

C. The Business

D. The Service Level Manager

Correct Answer: C

Section: (none)

Explanation

QUESTION 95

Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

- A. The Service Level Manager
- B. The IT Service Continuity Manager
- C. The Service Catalogue Manager
- D. The Supplier Manager

Correct Answer: D

Section: (none)

Explanation

QUESTION 96

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Early Life Support
- B. Service Test Manager
- C. Evaluation
- D. Release Packaging and Build Manager

Correct Answer: A

Section: (none)

Explanation

QUESTION 97

What does a service always deliver to customers?

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 98

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

- A. Service Design
- B. Service Transition
- C. Service Strategy
- D. Service Operation

Correct Answer: C

Section: (none)

Explanation

QUESTION 99

Which of the following is MOST concerned with the design of new or changed services?

- A. Change Management
- B. Service Transition
- C. Service Strategy
- D. Service Design

Correct Answer: D

Section: (none)

Explanation

QUESTION 100

Which of the following is concerned with fairness and transparency?

- A. Capacity Management
- B. Governance
- C. Service Strategy
- D. Service Level Management

Correct Answer: B

Section: (none)

Explanation

QUESTION 101

Which 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 users of that service

Correct Answer: D

Section: (none)

Explanation

QUESTION 102

Where should details of a Workaround always be documented?

- A. The Service Level Agreement (SLA)
- B. The Problem Record
- C. The Availability Management Information System
- D. The IT Service Continuity Plan

Correct Answer: B

Section: (none)

Explanation

QUESTION 103

Why are public frameworks and standards (such as ITIL) attractive when compared to proprietary knowledge?

- A. Proprietary Knowledge is difficult to adopt, replicate or transfer since it is often undocumented
- B. Public standards 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

Correct Answer: A

Section: (none)

Explanation

QUESTION 104

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

Correct Answer: B

Section: (none)

Explanation

QUESTION 105

Which of the following statements about processes is CORRECT?

1. A process is always organized around a set of objectives
 2. A process should be documented
- A. 1 only
 - B. 2 only
 - C. Both of the above
 - D. Neither of the above

Correct Answer: C

Section: (none)

Explanation

QUESTION 106

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations designed to perform certain types of work
- B. We must be able to measure them in a relevant manner
- C. They deliver specific results
- D. They respond to specific events

Correct Answer: A

Section: (none)

Explanation

QUESTION 107

Which of the following are aspects of Service Design?

1. Architectures
2. Technology
3. Service Management processes
4. Metrics

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

Correct Answer: D

Section: (none)

Explanation

QUESTION 108

You are reviewing a presentation that will relay the value of adopting Service Design disciplines. Which statement would NOT be part of the value proposition?

- 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

Correct Answer: D

Section: (none)

Explanation

QUESTION 109

Which phase of the ITIL lifecycle provides the following benefit: 'The Total Cost of Ownership (TCO) of a service can be minimised if all aspects of the service, the processes and the technology are considered

during development'?

- A. Service Design
- B. Service Strategy
- C. Service Operation
- D. Continual Service Improvement

Correct Answer: A

Section: (none)

Explanation

QUESTION 110

Which statement about Service Level Agreements(SLAs) is CORRECT?

- A. They must contain legal wording because of their importance
- B. There should always be a separate SLA for each specific customer
- C. The wording must be clear and concise to allow no room for ambiguity
- D. Changes to the SLA can only be requested by the customer

Correct Answer: C

Section: (none)

Explanation

QUESTION 111

Which of the following are goals of Service Operation?

1. To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business
2. The successful release of services into the live environment

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

Correct Answer: A

Section: (none)

Explanation

QUESTION 112

Which of the following is the BEST definition of an Event?

- A. Any detectable or discernable occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service
- C. The unknown cause of one or more Incidents
- D. Reducing or eliminating the cause of an Incident or Problem

Correct Answer: A

Section: (none)

Explanation

QUESTION 113

A Known Error has been raised after diagnosis of a Problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes
- B. No, the workaround must be found before a Known Error is created
- C. No, a Known Error can only be raised after the permanent resolution has been implemented
- D. No, a Known Error must be raised at the same time as a problem

Correct Answer: A

Section: (none)

Explanation

QUESTION 114

Which of the following statements about communication within Service Operation are CORRECT?

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

- A. 1 only
- B. 2 only
- C. Both of the above
- D. None of the above

Correct Answer: C

Section: (none)

Explanation

QUESTION 115

Which of the following BEST describes the goal 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

Correct Answer: B

Section: (none)

Explanation

QUESTION 116

Which of the following is NOT a Service Desk type recognised in the Service Operation volume of ITIL?

- A. Local
- B. Centralised
- C. Holistic
- D. Virtual

Correct Answer: C

Section: (none)

Explanation

QUESTION 117

Which of the following is the BEST description of a centralised Service Desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place

- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

Correct Answer: D

Section: (none)

Explanation

QUESTION 118

Service Design emphasises the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

- A. People, Products, Partners, Profit
- B. People, Process, Products, Partners
- C. Potential, Preparation, Performance, Profit
- D. People, Potential, Products, Performance

Correct Answer: B

Section: (none)

Explanation

QUESTION 119

Service Design emphasises the importance of the "Four Ps". These "Four P's" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 120

Which of the following should be considered when designing measurement systems, methods and metrics?:

1. The services
2. The architectures
3. The configuration items
4. The processes

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

Correct Answer: D

Section: (none)

Explanation

QUESTION 121

Match the following activities with the Deming Cycle stages

1. Monitor, Measure and Review
2. Continual Improvement
3. Implement Initiatives
4. Plan for Improvement

- A. 1 Plan, 2 Do, 3 Check, 4 Act
- B. 3 Plan, 2 Do, 4 Check, 1 Act
- C. 4 Plan, 3 Do, 1 Check, 2 Act
- D. 2 Plan, 3 Do, 4 Check, 1 Act

Correct Answer: C

Section: (none)

Explanation

QUESTION 122

Which stage of the Continuous Service Improvement (CSI) model stages is BEST described as 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?

- C. How do we get there?
- D. Did we get there?

Correct Answer: B

Section: (none)

Explanation

QUESTION 123

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 124

Which of the following should be available to the Service Desk?

- 1. Known Error Data
 - 2. Change Schedules
 - 3. Service Knowledge Management System
 - 4. The output from monitoring tools
-
- A. 1, 2 and 3 only
 - B. 1, 2 and 4 only
 - C. 2, 3 and 4 only
 - D. All of the above

Correct Answer: D

Section: (none)

Explanation

QUESTION 125

Which process lists "Understanding patterns of business activity" as a major role?

- A. Demand Management
- B. Supplier Management
- C. Service Desk
- D. Request Fulfilment

Correct Answer: A

Section: (none)

Explanation

QUESTION 126

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

Correct Answer: B

Section: (none)

Explanation

QUESTION 127

The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

- A. The utility of a service
- B. The warranty of a service
- C. The economic value of a service
- D. Return on investment

Correct Answer: A

Section: (none)

Explanation

QUESTION 128

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

- A. Service Level Management
- B. Change Management
- C. Incident Management
- D. Service Asset and Configuration Management

Correct Answer: D

Section: (none)

Explanation

QUESTION 129

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

Correct Answer: A

Section: (none)

Explanation

QUESTION 130

Which process will regularly analyze incident data to identify discernable trends?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Event Management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



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