EXIN ITIL Exam Questions & Answers

EXIN ITIL Exam Questions & Answers

Exam Name: ITIL V3 Foundation

Exam A

QUESTION 1
Which of the following is NOT an example of Self-Help capabilities?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
Which of the following is the correct set of steps for the continual service improvement model/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 have 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

Explanation/Reference:
Explanation:

QUESTION 3
Which of the following statements is INCORRECT?

A. The SKMS is part of the Configuration Management System (CMS)
B. The SKMS can include data on the performance of the organization
C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
D. The SKMS can include user skill levels
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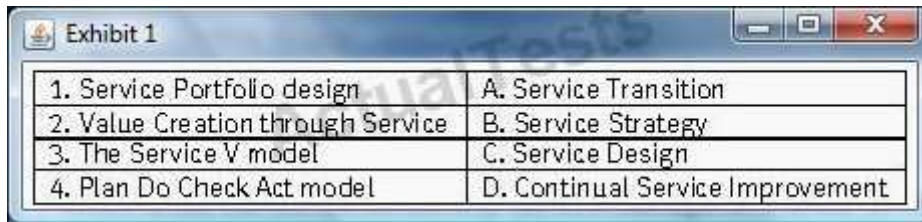**Correct Answer:** A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
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Which is the correct combination of Service Management terms across the Lifecycle?

Exhibit 1

1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
Which of the following sentences BEST describes a Standard Change?

A. A change to the service provider's established policies and guidelines
B. A pre-authorized change that has an accepted and established procedure
C. A change that is made as the result of an audit
D. A change that correctly follows the required change process

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
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Explanation:

QUESTION 6
Which of the following models would be MOST useful in helping to define an organizational structure?

A. RACI model
B. Service Model
C. Continual Service improvement (CSI) model.
D. The Deming Cycle

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
What is the entry point or the first level of the V model?

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A. Service Solution
B. Customer / Business Needs
C. Service Release
D. Service Requirements

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
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. 2, 3 and 4 only
B. 1, 2 and 4 only

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
To add value to the business, what are the four reasons to monitor and measure?

A. Validate; Direct; Justify; Improve
B. Evaluate; Diagnose; Justify; Intervene
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C. Validate; Direct; Justify; Intervene
D. Evaluate; Direct; Justify; Improve

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

A. Business Objectives, IT Objectives, Process Metrics
B. Process Models, Goals and Objectives
C. Vision and Strategy, Tactical Goals and Operational Goals
D. Business and IT Strategy and Process Definitions

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
Which of the following sentences BEST describes a Standard Change?

A. A change to the service provider's established policies and guidelines
B. A change that correctly follows the required change process
C. A change that is made as the result of an audit
D. A pre-authorized change that has an accepted and established procedure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
Which process would you MOST expect to be involved in the management of Underpinning Contracts?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
Which of the following is NOT the responsibility of Service Catalogue Management?

A. Ensuring that all operational services are recorded in the Service Catalogue
B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
C. Ensuring that information in the Service Catalogue is accurate
D. Ensuring that information within the Service Pipeline is accurate

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
The difference between service metrics and technology metrics is BEST described as?

A. Service metrics measure the end to end service; Technology metrics measure individual components
B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
Which 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

A. The Request Fulfillment Process Manager
B. The Request Fulfillment Process Owner
C. The Service Desk Manager
D. The Service Manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
Which of the following statements about processes is INCORRECT?

A. The output from a process has to conform to operational norms derived from business objectives
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B. The objective of any IT process should be expressed in terms of business benefits and goals
C. A process may define policies, standards and guidelines
D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 20
Which of the following sentences BEST describes a Standard Change?

A. A pre-authorized change that has an accepted and established procedure
B. A change that is made as the result of an audit
C. A change that correctly follows the required change process
D. A change to the service provider's established policies and guidelines

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
What are the three Service Provider business models?

A. Internal Service provider, External Service provider, Shared Service Provider
B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
C. Internal Service provider, External Service provider, Outsourced 3rd Party
D. Internal Service provider, Outsourced 3rd party and Off-shore party

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
A Service Level Agreement is?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

A. The Service Desk Manager
B. The Service Manager
C. The Request Fulfillment Process Manager
D. The Request Fulfillment Process Owner

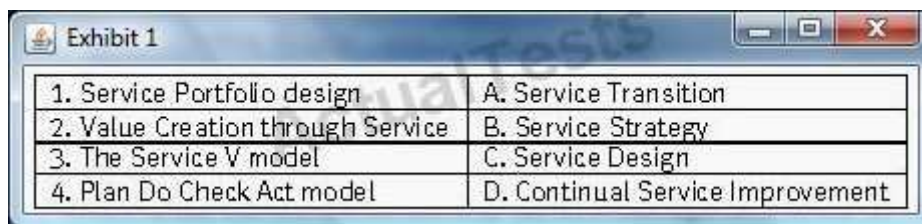**Correct Answer:** D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
Which is the correct combination of Service Management terms across the Lifecycle?

1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

A. 1C, 2B, 3A, 4D
B. 1A, 2B, 3C, 4D
C. 1C, 2D, 3A, 4B
D. 1B, 2C, 3D, 4A
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Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
The BEST description of the purpose of Service Operation is?

A. To decide how IT will engage with suppliers during the Service Management Lifecycle
B. To design and build processes that will meet business needs
C. To proactively prevent all outages to IT Services
D. To deliver and support IT Services at agreed levels to business users and customers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
Which one of the following statements about Incident reporting and logging is correct?

A. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
B. Incidents reported by technical staff must be logged as problems because technical staff manage infrastructure devices not services
C. Incident can only be reported by users, since they are only the only people who know when a service has been disrupted
D. Incidents can be reported by anyone who detects a disruptions or potential disruption to normal service. This includes technical staff

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
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 the technology architecture and management systems
C. The design of Market Spaces
D. The design of new or changed services

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
How is the Service Catalogue used to add value to the service provider organization?

A. Providing a central source of information on the IT services delivered
B. Showing the business impact of a change
C. Displaying the relationships between configuration items
D. To predict the root cause of issues in the IT infrastructure

Correct Answer: A

Explanation/Reference:
Explanation:

QUESTION 30
In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

A. Only manage Incidents effectively at the 3rd line
B. Manage Incidents effectively through 1st, 2nd and 3rd line
C. Only manage Incidents effectively through 1st and 2nd line
D. Only manage Incidents effectively through the 1st line

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
Service Assets are used to create value. Which of the following are the MAJOR types of Service

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Asset?

A. Applications and Infrastructure
B. Services and Infrastructure
C. Resources and Capabilities
D. Utility and Warranty

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
Customer perceptions and business outcomes help to define what?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
Which Function would provide staff to monitor events in a Network Operations Centre?

A. IT Operations Management
B. Applications Management
C. Service Desk
D. Technical Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
Which 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 current
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

Explanation/Reference:
Explanation:

QUESTION 35
Which of the following is one of the primary objectives of Service Strategy?

A. To design and build processes that will meet business needs
B. To provide detailed specifications for the design of IT services
C. To transform Service Management into a strategic asset
D. To underscore the importance of services in the global economy

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

Exam

QUESTION 1
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

Explanation/Reference:
Explanation:

QUESTION 2
Which processes review Underpinning Contracts on a regular basis?

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:
Explanation:

QUESTION 3
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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

Explanation/Reference:
Explanation:

QUESTION 4
Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

A. Service Strategy
B. Continual Service Improvement

C. Service Operation

D. Service Design

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
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

Explanation/Reference:
Explanation:

QUESTION 6
Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

A. Technology, Customer, User

B. Corporate, Customer, Service

C. Corporate, Customer, Technology

D. Service, User, IT

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
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 "Pass Any Exam. Any Time." - www.actualtests.com 50
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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

Explanation/Reference:
Explanation:

QUESTION 8
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

Explanation/Reference:
Explanation:

QUESTION 9
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

Explanation/Reference:
Explanation:

QUESTION 10
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

Explanation/Reference:
Explanation:

QUESTION 11
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

Explanation/Reference:
Explanation:

QUESTION 12
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Which statement should NOT be part of the value proposition for Service Design?

A. Reduced Total Cost of Ownership
B. Improved quality of service
C. Improved Service alignment with business goals
D. Better balance of technical skills to support live services

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
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

Explanation/Reference:
Explanation:

QUESTION 14
A consultant has made two recommendations to you in a report:

1. To include legal terminology in your Service Level Agreements (SLAs)

2. It is not necessary to be able to measure all the targets in an SLA

Which of the recommendations conform to Service Level Management good practice?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
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
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Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
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

Explanation/Reference:
Explanation:

QUESTION 17
The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

A. Continual Service Improvement

B. Service Strategy
C. Service Design
D. Service Transition

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers
B. Reporting intervals should be set by the Service Provider
C. Reports should be produced weekly
D. Service reporting intervals must be the same for all services

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
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

Explanation/Reference:
Explanation:

QUESTION 20
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

Explanation/Reference:
Explanation:

QUESTION 21
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

Explanation/Reference:
Explanation:

QUESTION 22
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

Explanation/Reference:
Explanation:

QUESTION 23
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

Explanation/Reference:
Explanation:

QUESTION 24
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

Explanation/Reference:
Explanation:

QUESTION 25
What does a service always deliver to customers?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
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

Explanation/Reference:

Explanation:

QUESTION 27
Which 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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
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

Explanation/Reference:
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Explanation:

QUESTION 29
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

Explanation/Reference:
Explanation:

QUESTION 30

Which of the following is commonly found in a contract underpinning an IT service?Financial arrangements related to the contract Description of the goods or service provided 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
Which of the following is the BEST description of a Centralized 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

Explanation/Reference:
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Explanation:

QUESTION 32
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

Explanation/Reference:
Explanation:

QUESTION 33
Which stage of the Change Management process deals with what should be done if the change is unsuccessful?

A. Remediation Planning
B. Categorization
C. Prioritization
D. Review and Close

Correct Answer: A

Explanation/Reference:
Explanation:

QUESTION 34
Which of the following is NOT a purpose of Service Transition?

A. To ensure that a service can be managed, operated and supported
B. To provide training and certification in project management
C. To provide quality knowledge of Change, Release and Deployment Management
D. To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B

Explanation/Reference:
Explanation:

QUESTION 35
Which of the following is NOT an objective of the Operations Management function?

A. Swift application of skills to diagnose any IT Operations failures that occur
B. Regular scrutiny and improvements to achieve improved service at reduced costs
C. First line Incident investigation and diagnosis logged by users
D. Maintenance of status quo to achieve stability of day to day processes and activities

Correct Answer: C

Explanation/Reference:
Explanation:

QUESTION 36
What should a service always deliver to customers?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
Which of the following BEST describes Technical Management?

A. A Function responsible for Facilities Management and building control systems "Pass Any Exam. Any
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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 overal
    management of the IT Infrastructure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

Topic 5, Volume E

QUESTION 38
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

Explanation/Reference:
Explanation:

QUESTION 39
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 "Pass Any Exam. Any Time." - www.actualtests.com 72
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Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
Which of the following activities are responsibilities of a Supplier Manager?

1) Negotiating and agreeing Contracts

2) Updating the Supplier and Contract database

3) Planning for possible closure, renewal or extension of contracts

4) Managing relationships with internal suppliers

A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. None of the above

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
Who is responsible for ensuring that the Request Fulfillment 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

Explanation/Reference:
Explanation:

QUESTION 42
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

Explanation/Reference:
Explanation:

QUESTION 43
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

Explanation/Reference:
Explanation:

QUESTION 44
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

Explanation/Reference:
Explanation:

QUESTION 45
What is most likely to cause a loss of faith in the Service Level Management process?

A. Measurements that match the customer's perception of the service
B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)
C. Inclusion of items in the SLA that cannot be effectively measured "Pass Any Exam. Any Time." -

D. Involving customers in drafting Service Level Requirements

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
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

Explanation/Reference:
Explanation:

QUESTION 47
As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

1) An internal service provider embedded within a business unit

2) An internal service provider that provides shared IT services

3) An external service provider

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
What type of improvement should be achieved by using the Deming Cycle?

A. Rapid, one-off improvement
B. Return on investment within 12 months

C. Quick wins

D. Steady, ongoing improvement

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
Which of the following is the Goal 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
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

Explanation/Reference:
Explanation:

QUESTION 51
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
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C. All services that are contained within the Service Level Agreement (SLA)

D. All complex multi-user services

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 52
Which of the following statements is CORRECT?

A. IT Service Continuity Management can only take place once Business Continuity Management has been established
B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
C. Business Continuity Management and IT Service Continuity Management must be established at the same time
D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

A. The Asset Register
B. The Service Knowledge Management System
C. The Known Error Database
D. The Information Management System

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 54
In which of the following should details of a workaround 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

Explanation/Reference:
Explanation:

QUESTION 55

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

Explanation/Reference:
Explanation:

QUESTION 56
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

Explanation/Reference:
Explanation:

QUESTION 57
Which of the following is the BEST description of a Service-based Service Level Agreement (SLA)?

A. The SLA covers one service, for all the customers of that service
B. The SLA covers an individual customer group for all services they use
C. An SLA that covers all customers for all services
D. An SLA for a service with no customers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 58
In terms of adding value to the business, which 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 modelled
D. Service value is actually seen by customers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 59
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

Explanation/Reference:
Explanation:

QUESTION 60
Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

A. Proprietary knowledge may be 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

Explanation/Reference:
Explanation:

QUESTION 61
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

Explanation/Reference:
Explanation:

QUESTION 62
Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

A. Service Operation
B. Service Transition
C. Continual Service Improvement
D. Service Strategy
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Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 63
Which statement BEST represents the guidance on incident logging?

A. Incidents must only be logged if a resolution is not immediately available
B. Only incidents reported to the Service Desk can be logged
C. All incidents must be fully logged
D. The Service Desk decide which incidents to log

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 64
In the Continual Service Improvement (CSI) model, the stage 'How do we get there?1 is underpinned by which set of activities?

A. Baseline assessments
B. Service and process improvements
C. Taking measurements and recording metrics

D. Setting measurement targets

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 65
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

Explanation/Reference:
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Explanation:

QUESTION 66
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

Explanation/Reference:
Explanation:

QUESTION 67
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

Explanation/Reference:

Explanation:

QUESTION 68
Which process lists "Understanding patterns of business activity" as a major role?

A. Demand Management
B. Supplier Management
C. Service Desk
D. Request Fulfillment

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 69
Which of the following statements is CORRECT?

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:
Explanation:

QUESTION 70
Where would you expect incident resolution targets to be documented?

A. A Service Level Agreement (SLA)
B. A Request for Change (RFC)
C. The Service Portfolio
D. A Service Description

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 71
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

Explanation/Reference:
Explanation:

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QUESTION 72
What are the two major processes in Problem Management?

A. Technical and Service
B. Resource and Proactive
C. Reactive and Technical
D. Proactive and Reactive

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 73
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

Explanation/Reference:
Explanation:

QUESTION 74
Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

A. The Service Level Manager
B. The Configuration Manager
C. The Change Manager
D. The Information Security Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 75
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

Explanation/Reference:
Explanation:

QUESTION 76
Identify the input to the Problem Management process.

A. Request for Change
B. Problem Resolution
C. Incident Records
D. New Known Errors

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 77
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

Explanation/Reference:
Explanation:

QUESTION 78
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

Explanation/Reference:
Explanation:

QUESTION 79
The information that is passed to Service Transition to enable the implementation of a new service is called what?

A. A service level package (SLP)
B. A service transition package (STP)
C. A service design package (SDP)
D. A new service package (NSP)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 80
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

Explanation/Reference:
Explanation:

QUESTION 81
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

Explanation/Reference:
Explanation:

QUESTION 82
Service Design emphasizes 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

Explanation/Reference:
Explanation:

QUESTION 83
With which process is Problem Management likely to share categorization and impact coding systems?

A. Incident Management
B. Service Asset and Configuration Management
C. Capacity Management
D. IT Service Continuity

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 84
In which document would you expect to see an overview of actual service achievements against targets?

A. Operational Level Agreement (OLA)
B. Capacity Plan
C. Service Level Agreement (SLA)

D. SLA Monitoring Chart (SLAM)

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 85
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

Explanation/Reference:
Explanation:

QUESTION 86
Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?

A. The ITIL Complementary Guidance
B. The Service Support book
C. Pocket Guides
D. The Service Strategy book

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

Exam

QUESTION 1
Which of the following activities is performed by application management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
Which of the following is an example of capabilities?

A. Menu driven range of facilities used to access service requests
B. Calls to the service desk to register standard changes
C. A software update downloaded automatically to all laptops in an organization
D. Software to allow programmers to debug code

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.knowledgetransfer.net/dictionary/ITIL/en/Capability.htm

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QUESTION 3
Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
Which of the following activities is be performed by access management?

A. Providing physical security for staff 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
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Which process is responsible for sourcing and delivering components of requested standard services?

A. Request fulfillment

B. service portfolio management

C. service desk

D. IT finance

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
Which of the following is NOT defined as part of every process?

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
Customer perceptions and business outcomes help lo define what?

A. The value off a service

B. Governance

C. Total cost of ownership (TCO)

D. Key performance indicators (KPIs)

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:

QUESTION 8
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 catalogue management
D. Problem management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
What is the BEST description in 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 high impact on the business

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
Which of the following is NOT an aim of the change management process?

A. To ensure the impact of changes is better understood
B. To ensure standardized methods and procedures are used for efficient and prompt handling of changes
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C. To ensure that all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
Which of the following questions does the guidance in service strategy help to answer?

- What services should we offer and to whom?
- How do we differentiate ourselves from competing alternatives
- How do we create value for our customers?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
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

Explanation/Reference:
Explanation:

QUESTION 13
Which of the following availability management activities are considered to be proactive as opposed to reactive?

1. Monitoring system availability

2. Designing availability into a proposed solution

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
Which of the following do Technology metrics measure?

A. Components
B. Processes

C. The end to end service

D. Customer satisfaction

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
When can a known error record be raised?

1. At any time when it would be useful to do so

2. After a workaround has been found

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

A. Yes: for ease of management, a known error record can be created at any time it is prudent to do so
B. No: a known error record must only be created after a workaround has been found
C. No: a known error record is created when the original incident is raised
D. No: a known error record should be created with the next release of the service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
Which of the following functions would be responsible for management of a data centre?

A. Technical Management
B. Service Desk
C. Applications Management
D. Facilities Management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
Which of the following statements about Service Asset and Configuration Management is/are CORRECT?

1) A Configuration Item (CI) can exist as part of any number of other CIs at the same time

2) Choosing which CIs to record will depend on the level of control an organization wishes to exert

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
A configuration model can be used to help

1) Assess the impact and cause of incidents and problems

2) Assess the impact of proposed changes

3) Plan and design new or changed services

4) Plan technology refresh and software upgrades

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20

Which of these recommendations is good 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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service Level Management
B. Service Portfolio Management
C. Request Fulfilment
D. Demand Management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
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) Performing all activities involved in a process

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: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Understanding customer usage of services and how this varies over time is part of which process?

A. Service Portfolio Management
B. Service Level Management
C. Component Capacity Management
D. Demand Management
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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
Which of the following would commonly be in a contract underpinning an IT service?

1) Marketing information

2) Contract description and scope

3) Responsibilities and dependencies

A. 1 and 2 only
B. 1 and 3 only
C. 2 and 3 only
D. None of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
Which of the following areas would technology help to support during the Service Lifecycle?

1) Data mining and workflow

2) Measurement and reporting

3) Release and deployment

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: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
Which of the following CANNOT be provided by a tool?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
The consideration of value creation is a principle of which stage of the Service Lifecycle?

A. Continual Service Improvement
B. Service Strategy
C. Service Design
D. Service Transition

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
Which process or function is responsible for the Definitive Media Library and Definitive Spares?

A. Facilities Management
B. Access Management
C. Request Fulfilment
D. Service Asset and Configuration Management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Which of the following should be documented in an Incident Model?

1) Details of the Service Level Agreement (SLA) pertaining to the incident

2) Chronological order of steps to resolve the incident

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
What body exists to support the authorisation of changes and to assist Change Management in the assessment and prioritization of changes?

A. The Change Authorisation Board
B. The Change Advisory Board
C. The Change Implementer
D. The Change Manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
The BEST description of an Incident is:

A. An unplanned disruption of service unless there is a backup to that service
B. An unplanned interruption to service or a reduction in the quality of service
C. Any disruption to service whether planned or unplanned
D. Any disruption to service that is reported to the Service Desk, regardless of whether the service is impacted or not
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Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
What are Request Models used for?

A. Assessing changes to understand their potential impact

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. Defining how common types of service requests should be processed

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
The goal of which process is: "To improve the quality of management decision making by ensuring that reliable and secure information and data is available throughout the lifecycle"?

A. Knowledge Management
B. Availability Management
C. Service Asset and Configuration Management
D. Change Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
What is IT Governance concerned with?

A. Measuring and improving the efficiency and effectiveness of IT processes
B. Ensuring that IT processes support the organization's strategies and objectives
C. Reducing the total cost of providing services to the business
D. Ensuring that targets documented in Service Level Agreements (SLAs) are met "Pass Any Exam. Any Time." - www.actualtests.com 132 Exin ITIL Exam

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
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QUESTION 35
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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

Explanation/Reference:
Explanation:

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QUESTION 36
Which of the following would a Major Problem Review examine?

1. Things that were done correctly

2. Those 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
Where should the definitive authorized versions of all media Configuration Items (CIs) be stored and protected?

A. Definitive Media Library
B. Definitive Software Store
C. Service Knowledge Management System
D. Software Secure Library

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
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

Explanation/Reference:
Explanation:

QUESTION 39
Event Management, Problem Management, Access Management and Request Fulfillment are part of which stage of the Service Lifecycle?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
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

Explanation/Reference:
Explanation:

QUESTION 41
Which is the BEST definition of a Configuration Item (CI)?

A. An item of hardware or software registered in the asset database
B. A collection of information used to describe a hardware or software item
C. An asset, service component or other item that is, or will be, under the control of Configuration Management
D. Information recorded by the Service Desk when an Incident is reported

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
Which model delivers a view of the services, assets and infrastructure?

A. Incident Model
B. Problem Model
C. Configuration Model
D. Change Model

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
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

Explanation/Reference:
Explanation:

QUESTION 44
Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

1. Risk assessment

2. Testing of resilience mechanisms

3. Monitoring of component availability

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

Correct Answer: B

Explanation/Reference:
Explanation:

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QUESTION 45
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
How many people should be accountable for a process as defined in the RACI model?

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:
Explanation:

QUESTION 47
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

Explanation/Reference:
Explanation:

QUESTION 48
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

Explanation/Reference:
Explanation:

QUESTION 49
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

Explanation/Reference:
Explanation:

QUESTION 50
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

QUESTION 51
Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

A. Categorization
B. Logging
C. Prioritization
D. Closure

Correct Answer: A

QUESTION 52
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 and4 only
D. 1, 2 and 3 only

Correct Answer: A

QUESTION 53
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

Explanation/Reference:
Explanation:

QUESTION 54
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

Explanation/Reference:
Explanation:

QUESTION 55
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

Explanation/Reference:
Explanation:

QUESTION 56
Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

A. Do
B. Perform
C. Implement
D. Measure

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 57
Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

A. Availability Management
B. Demand Management
C. Financial Management
D. Service Level Management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 58
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
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Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 59
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

Explanation/Reference:
Explanation:

QUESTION 60
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

Explanation/Reference:
Explanation:

QUESTION 61
Which 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)
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C. To ensure that overall business risk of Change is optimized
D. To define and agree release and deployment plans with customers and stakeholders

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 62
Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized 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

Explanation/Reference:

Explanation:

QUESTION 63
Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 64
A Service Design Package should be produced for which of the following?

1. A new IT service

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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

Explanation/Reference:
Explanation:

QUESTION 65
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

Explanation/Reference:

Explanation:

QUESTION 66
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

Explanation/Reference:
Explanation:

QUESTION 67
Contracts are used to define:

A. The provision of IT services or business services by a Service Provider
B. The provision of goods and services by Suppliers
C. Service Levels that have been agreed between the Service Provider and their Customer
D. Metrics and Critical Success Factors (CSFs) in an external agreement

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 68
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

Explanation/Reference:
Explanation:

QUESTION 69
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 Fulfillment
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Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 70
Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

A. People, Process, Partners, Suppliers
B. People, Process, Products, Technology
C. People, Process, Products, Partners
D. People, Products, Technology, Partners

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 71
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

Explanation/Reference:
Explanation:

QUESTION 72
Which process is responsible for sourcing and delivering components of requested standard services?

A. Request Fulfillment
B. Service Portfolio Management
C. Service Desk
D. IT Finance
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Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 73
Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

A. Plan
B. Do
C. Check
D. Act

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 74
Which of the following is the BEST description of a Business Case?

A. A decision support and planning tool that projects the likely consequences of a business action
B. A portable device designed for the secure storage and transportation of important documents
C. A complaint by the business about a missed service level.
D. The terms and conditions in an IT outsource contract.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 75
Which of the following could BEST be described as "A decision support and planning tool that projects

the likely consequences of a business action"?

A. A Problem model
B. A Service Improvement Plan (SIP)
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C. A Request for Change (RFC)
D. A Business Case

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 76
Which of the following are included within Release and Deployment Models?

- Roles and responsibilities
- Template release and deployment
- Supporting systems, tools and procedures.
- Handover activities and responsibilities

A. 1, 2 and 3 only.

B. 2, 3 and 4 only.

C. All of the above

D. 1 and 4 only.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 77
Which of the following are objectives of Service Design?

- Design Services to satisfy business objectives.
- Identify and manage risk.
- Design effective and efficient processes
- Design a secure and resilient IT infrastructure.

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

Explanation/Reference:
Explanation:

QUESTION 78
Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

- Allocate roles and responsibilities to work on CSI initiatives.
- Measure and review that the CSI plan is executed and its objectives are being achieved.
- Identify the scope, objectives and requirements for CSI.
- Decision on implementation of further enhancement.

A. 3-1-2-4

B. 3-4-2-1

C. 1-3-2-4

D. 2-3-4-1

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 79
Which of the following are benefits to the business of implementing Service Transition?

1. Ability to adapt quickly to new requirements

2. Reduced cost to design new services

3. Improved success in implementing changes

A. 1 and 2 only
B. 2 and 3 only
C. 1 and 3 only
D. None of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 80
Remediation planning is BEST described in which of the following ways?

A. Planning how to recover the cost of a change
B. Planning the steps required to be taken if a Change is unsuccessful
C. Planning how to compensate a user for a failed change
D. Planning how to advise the change request of a failed change

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 81
When can a Known Error record be raised?

1. At any time it would be useful to do so

2. After the permanent solution has been implemented

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

D. Both of the above

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 82
The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

A. A Service Change
B. A Change Model
C. A Pre-approved Change
D. A Change Advisory Board

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 83
Which of the following are objectives of Supplier Management?

1. Negotiating and agreeing Contracts

2. Updating the Supplier and Contract database

3. Planning for possible closure, renewal or extension of contracts

4. Managing relationships with internal suppliers

A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. None of the above

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 84
What are the processes within Service Operation?

A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
B. Event Management, Incident Management. Change Management and Access Management
C. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management

D. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 85
Which process or function is responsible for the Definitive Media Library and Definitive Spares?

A. Facilities Management
B. Access Management
C. Request Fulfilment
D. Service Asset and Configuration Management
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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 86
Which of the following are valid parts of the Service Portfolio?

1. Service Pipeline

2. Service Knowledge Management System (SKMS)

3. Service Catalogue

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 87
Which of the following activities is NOT a part of the Deming Cycle?

A. Act
B. Plan
C. Do
D. Coordinate

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 88
Which of these activities would commonly be performed by a Service Desk?

1. Logging details of incidents and service requests

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2. Providing first-line investigation and diagnosis

3. Restoring services

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 89
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

Explanation/Reference:
Explanation: