ITILF.exam.220q

Exin ITILF

ITIL Foundation (syllabus 2011)

Exam A

QUESTION 1
Which of the following is the BEST reason for categorizing incidents?

https://www.gratisexam.com/

A. To establish trends for use in problem management and other IT service management (ITSM) activities
B. To ensure service levels are met and breaches of agreements are avoided
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

Explanation/Reference:
Explanation:

QUESTION 2
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 information purposes, a known error record can be created at any time it is prudent to do so
B. No: the Known Error should be created before the problem is logged
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 3

Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
Which of the following would be examined by a major problem review?

1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
Which one of the following is the BEST description of a relationship in service asset and configuration management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
Which of the following are sources of best practice?

1. Academic research
2. Internal experience
3. Industry practices

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
Which of these should a change model include?

1. The steps that should be taken to handle the change
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 3 only
D. 2 and 4 only

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
Which one of the following is NOT an objective of problem management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
Which of the following statements about service asset and configuration management is/are CORRECT?

1. A configuration item (CI) can exits as part of any numbers 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 10
Which of the following are types of service defined in ITIL?

1. Enabling
2. Core
3. Enhancing
4. Computer

A. 1, 3 and 4 only

B. 2, 3 and 4 only

C. 1, 2 and 4 only

D. 1, 2 and 3 only

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
References:

QUESTION 11
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 plan

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
Which one of the following is NOT a characteristic of a process?

A. It is measureable
B. It delivers specific results
C. It responds to specific events
D. It structure an organization

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14

Which of the following BEST describes technical management?

A. A function responsibilities 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 responsibilities for all staff within the technical support function
D. A function that includes providing technical expertise and overall management of the IT infrastructure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
Which of the following is not a service desk type recognized in the service operation volume of ITIL?

A. Local
B. Centralized
C. Outsourced
D. Virtual

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
What is the primary focus of the business management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

QUESTION 17
Which process has the purpose to ensure that, by managing the risks could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

A. Change management
B. IT service continuity management
C. Financial management for IT services
D. Service catalog management

Correct Answer: B

QUESTION 18
Which one of the following is the BEST description of a service request?

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

Correct Answer: A

QUESTION 19
Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
Which one of the following do major incidents require?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
What is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle
B. To proactively prevent all outages to IT services

C. To design and build processes that will meet business needs

D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated

B. Measures for optimization are identified

C. Service value is modeled

D. Service value is visible to customers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Which one of the following are the two primary elements that create value for customers?

A. Value on investment (VOI) and return on investment (ROI)

B. Customer and user satisfaction

C. Service requirements and warranty

D. Resources and capabilities

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
Which one of the following statements BEST describes a definitive media library (DML)?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
Which one of the following is it the responsibility of supplier management to negotiate and agree?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
Which of the following are managed by facilities management?

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
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 28
Which areas of service management can benefit from automation?

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Which one of the following is the BEST definition of reliability?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
Which one of the following is NOT the responsibility of service catalogue management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
Which one of the following statements is CORRECT?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
Implementation of IT1L service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, problems

C. People, process, products, partners

D. People, products, perspective, partners

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
Which of the following should IT service continuity strategy be based on?

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

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
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 36
Which one of the following generates demand for services?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
Which one of the following is an objective of service transition?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
Which one of the following is the BEST definition of an event?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
Which one of the following is the BEST description of a major incident?

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 41
Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

1. Monitoring system availability
2. Designing availability into a proposed solution

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
Which one of the following would NOT involve event management?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
The multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
Which processes are responsible for the regular review of underpinning contracts?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 45
Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

A. Service level management
B. Change management

C. Incident management

D. Service asset and configuration management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
Which one of the following activities is NOT part of the Deming Cycle?

A. Act

B. Plan

C. Do

D. Co-ordinate

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 47
Which one of the following is the BEST description of a service level agreement (SLA)?

A. The part of a contract that specifies the responsibilities of each party

B. An agreement between the service provider and an internal organization

C. An agreement between a service provider and an external supplier

D. An agreement between the service provider and their customer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1. Providing an understanding of what strategy is
2. Ensuring a working relationship between the customer and service provider
3. Defining how value is created

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
In which of the following areas would ITIL complementary guidance provide assistance?

1. Adapting best practice for specific industry sectors
2. Integrating ITIL with other operating models

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
Which one of the following is the BEST description of a service-based service level agreement (SLA)?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 51
Which one of the following activities would be performed by access management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 52
Which of the following activities are performed by a desk?

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

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

D. 3 and 4 only

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
Who is responsible for defining metrics for change management?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 54
Which of the following are within the scope of service asset and configuration management?

1. Identification of configuration items (CIs)
2. Recording relationships between CIs
3. Recording and control of virtual CIs
4. Approving finance for the purchase of software to support service asset and configuration management

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

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 55
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 56
Which stage of the continual service improvement (CSI) approach is BEST described by the phrase '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

Explanation/Reference:
Explanation:

QUESTION 57
Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

A. Service level management
B. Financial management
C. Demand management
D. Risk management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 58
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 59
Which of the following is NOT a source of best practice?

A. Standards
B. Technology

C. Academic research

D. Internal experience

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 60
What is a service delivered between two business units in the same organization known as?

A. Strategic service

B. Delivered service

C. Internal service

D. External service

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 61
What is the act of transforming resources and capabilities into valuable service better known as?

A. Service management

B. Incident management

C. Resource management

D. Service support

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 62
From the perspective of the service provider, who is the person or group that agrees their service targets?

A. The user
B. The customer
C. The supplier
D. The administrator

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 63
Which of the following identifies the purpose of service transition planning and support?

A. Provide overall planning for service transitions and co-ordinate the resources they require
B. Ensure that all service transitions are properly authorized
C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
D. To define testing scripts to ensure service transitions are unlikely to ever fail

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 64
Which process would maintain policies, standards and models for service transition activities and processes?

A. Change management
B. Capacity management
C. Service transition planning and support
D. Release management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 65
Which of the following identifies the purpose of design coordination?

A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
B. Ensuring all service designs have availability designed into them
C. Designing of all the links between every service design process and all other processes in the service lifecycle
D. Control of all supplier relationships from design right through to the production environment

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 66
Which process has the following objective, 'Produce service design packages (SDPs) based on service charters and change requests'?

A. Service transition planning and support
B. Design coordination
C. Service level management
D. Change management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 67
Which of the following activities would be performed by a process manager?

1. Monitoring and reporting on process performance
2. Identifying improvement opportunities
3. Appointing people to required roles

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 68
Which role is accountable for the operational management of a process?

A. Process practitioner

B. Process manager

C. Service manager

D. Change manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 69
Which of the following statements is CORRECT for every process?

1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

A. Both of the above

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 70
Which of the following should be done when closing an incident?

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

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 71
Which of the following is NOT an objective of request fulfillment?

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

Explanation/Reference:
Explanation:

QUESTION 72
Which types of communication would the functions within service operation use?

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

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 73
Where would all the possible service improvement opportunities be recorded?

A. CSI register

B. Known error database

C. Capacity management information system

D. Configuration management database

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 74
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 75
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 76
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 77
Which of the following statements about processes is INCORRECT?

A. They are units of organizations
B. They are measurable
C. They deliver specific results
D. They respond to specific events

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 78
Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"?

A. Service strategy
B. Service transition planning and support
C. Service level management
D. Change management

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 79
What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

A. Strategic customers
B. External customers
C. Valued customers
D. Internal customers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 80
What does the continual service improvement (CSI) approach enable a business to achieve?

A. It keeps the communication going within the business
B. It helps the business in making decisions on improvement initiatives
C. It helps the stakeholders understand their customers
D. It dictates the way the business interacts with external suppliers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
References: *https://www.cherwell.com/blog/7-steps-to-continual-service-improvement-csi-success*

QUESTION 81
Which of the following BEST describes an operational level agreement (OLA)?

A. It contains targets that underpin those within an SLA to ensure that targets will not be breached by failure of the supporting activity.

B. It is an agreement between a supplier and another part of the same organization that assists with the provision of services.

C. It is a written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties.

D. It is a legally binding contract outlining services delivered to an IT service provider that underpin a service that provider delivers to its customers.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
References: *http://wiki.en.it-processmaps.com/index.php/Service_Level_Management*

QUESTION 82
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. Delivering operational improvements to achieve reduced costs
C. Management of the definitive media library (DML)
D. Maintenance of status quo to achieve stability of day to day processes and activities

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
References: *https://en.wikipedia.org/wiki/Definitive_Media_Library*

QUESTION 83
What is the BEST description of an external customer?

A. Someone who works in the same organization but in a different business unit to the service provider
B. Anyone who gets charged for the delivered services
C. Customers who are not part of the same organization as the service provider
D. Customers for whom the cost of the service is the primary driver

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

References: *http://smallbusiness.chron.com/internal-customer-external-customer-11698.html*

QUESTION 84
How is a service delivered between departments of the same organization classified?

A. Internal service
B. External service
C. Mission critical service
D. Organizational service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
What BEST describes the value of service transition to the business?

A. It supports the creation of a catalogue of services
B. It leads to gradual and continual improvement in service quality
C. It provides quick and effective access to standard services
D. It results in higher volumes of successful change

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
Which is an objective of access management?

A. To efficiently respond to requests for granting access to services
B. To detect changes of state that have significance for management of an IT service
C. To assist with general information, complaints or comments
D. To minimize the impact of incidents that cannot be prevented

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://books.google.com.pk/books?id=GuVgAgAAQBAJ&pg=PA147&lpg=PA147&dq=access+management+efficiently+respond+to+requests+for+granting+access+to+services&source=bl&ots=re4-bPLfZs&sig=DSxe6nTYMiYpr3k8Lxzgq05k-nE&hl=en&sa=X&ved=0ahUKEwj7vrvrzIXOAhXHMo8KHXo0BSMQ6AEIJzAD#v=onepage&q=access%20management%20efficiently%20respond%20to%20requests%20for%20granting%20access%20to%20services&f=false*

QUESTION 87
What should be documented as part of every process?

A. The process owner, process policy and set of process activities
B. The service owner, service level agreement and set of process procedures
C. The policy owner, operational level agreement and set of process steps
D. The service manager, service contract and set of work instructions

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
What BEST defines serviceability?

A. How quickly a service or component can be restored to normal working order
B. How long a service or component can perform its agreed function without failure
C. The ability of a third-party supplier to meet the terms of its contract
D. The part of the business process that is critical to providing the service

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
In service design, which term describes services, technologies and tools?

A. People
B. Partners
C. Products
D. Processes

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Many designs, plans and projects fail through a lack of preparation and management. The implementation of ITIL service management as a practice is about preparing and planning the effective and efficient use of the four Ps: the People, the Processes, the Products (services, technology and tools) and the Partners (suppliers, manufacturers and vendors).
Reference: *https://www.ucisa.ac.uk/~/media/Files/members/activities/ITIL/servicedesign/ITIL_Introducing%20Service%20Design%20pdf.ashx*

QUESTION 90
What should a release policy include?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://books.google.com.pk/books?id=fZK3CwAAQBAJ&pg=PA498&lpg=PA498&dq=itil+release+policy+include+Criteria+and+authorization+to+exit +early+life+support+and+handover+to+the+service+operation+function&source=bl&ots=XdTvivI5-X&sig=h0-HkYLIOfCoGPpGTm8_QUE_oRc&hl=en&sa=X&ved=0ahUKEwjmkeLezoXOAhVCrY8KHQ61B9sQ6AEIIDAB#v=onepage&q=itil%20release%20policy%20include*

QUESTION 91
Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment?

A. Service portfolio management
B. Service level management
C. Service catalogue management
D. Service capacity management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
What BEST describes an important principle of communication in service operation?

A. It is efficient, effective and economical for all IT services
B. It has an intended purpose or a resultant action
C. It focuses on creating a relationship between processes and products
D. It has responsibility for creating policies

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
What is an objective of event management?

A. To maintain user satisfaction with the quality of IT services
B. To detect changes of state that have significance for management of an IT service
C. To provide a channel for users to receive standard services that they are expecting

D. To minimize the impact of incidents due to service failures that cannot be prevented

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
Where are the details of core and enhancing services provided?

A. The definitive media library
B. The configuration management system
C. The service portfolio
D. The service catalogue

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
Which is used to assess business demand for services?

A. Premium business assets
B. Patterns of business activity
C. Provider business assets
D. Predicted business architecture

Correct Answer: B

QUESTION 96
What BEST describes the value of service operation to the business?

A. It supports the creation of a portfolio of quantified services
B. It ensures IT services are continuously aligned to business requirements
C. It defines the control of service assets and configurations
D. It reduces the duration and frequency of service outages

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
Which process analyses services that are no longer viable and when they should be retired?

A. Change management
B. Service portfolio management
C. Service level management
D. Business relationship management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://www.list.lu/fileadmin/files/projects/TIPA_T10_ITIL_PAM_r2_v4.1.pdf*

QUESTION 98
What BEST defines roles and responsibilities in relation to process and activities?

A. Human resource model
B. Configuration baseline
C. Service model
D. RACI matrix

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://www.thecqi.org/Documents/community/South%20Western/Wessex%20Branch/CQI%20Wessex%20-%20RACI%20approach%207Sep10.pdf*
(page 9)

QUESTION 99
Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

A. Testing the tool and training process managers on using the process
B. Development or purchase of tools and deployment of the tools
C. Training tool administrators how to manage tools and monitoring tool performance in operational environment
D. Development or purchase of tools and deployment of the process

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
Which three types of metric support Continual Service Improvement (CSI) activities?

A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
B. Process metrics, software metrics and financial metrics
C. Technology metrics, process metrics and service metrics
D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Reference: *https://books.google.com.pk/books?id=h8q-ceduUGsC&pg=PA61&lpg=PA61&dq=types+of+metric+support+Continual+Service*
+Improvement&source=bl&ots=0hdWRAC4Fn&sig=Zc2JAODvh3osWZUTBaAFM-
b1fck&hl=en&sa=X&ved=0ahUKEwjf_N3E0oXOAhXKq48KHYlcCGoQ6AEIJjAC#v=onepage&q=types%20of%20metric%20support%20Continual%20Service%
20Improvement&f=false

QUESTION 101
Which of the following are CORRECT Service Design Aspects?

1. Service Solutions for new or changed services
2. Management policies and guidelines
3. Business requirements technology and management architectures
4. Process requirements technology and management architectures

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://www.ucisa.ac.uk/~/media/Files/members/activities/ITIL/servicedesign/ITIL_Introducing%20Service%20Design%20pdf.ashx*

QUESTION 102
Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

A. Service transition

B. Service level management

C. Service operation

D. Service design

Correct Answer: A
Section: (none)
Explanation

Explanation:
ITIL Service Transition provides guidance for the development and improvement of capabilities for transitioning new and changed services to supported environments, which includes release planning, building, testing, evaluation and deployment. The publication will consider service retirement and transfer of services between service providers. This Service Transition provides access to prove best practices based on the skill and knowledge of experienced industry practitioners in adopting a standardized and controlled approach to service management.
Reference: https://www.greycampus.com/opencampus/itil-foundation/two-strategies-in-itil

QUESTION 103
What is the BEST definition of a definitive media library?

A. It is a secure library in which the latest versions of authorized software items are stored and protected.
B. It is a structured document with definitive information regarding all live IT services, including those available for deployment.
C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected.
D. It is a set of tools and databases that is used to manage knowledge, information and data.

Correct Answer: C
Section: (none)
Explanation

Explanation:
A Definitive Media Library is a secure Information Technology repository in which an organization's definitive, authorized versions of software media are stored and protected. Before an organization releases any new or changed application software into its operational environment, any such software should be fully tested and quality assured.
Reference: https://en.wikipedia.org/wiki/Definitive_Media_Library

QUESTION 104
Which is an objective of the design coordination process?

A. To ensure service design packages are handed over to service transition
B. To ensure that all changes are assessed for their impact on service designs
C. To document the initial structure and relationship between services and customers
D. To handover new service level requirements to the service level management process

Correct Answer: A
Section: (none)
Explanation

Reference: *https://books.google.com.pk/books?id=fZK3CwAAQBAJ&pg=PA419&lpg=PA419&dq=design+coordination+process+ensure+service+design+packages +are+handed+over+to+service+transition&source=bl&ots=XdTvivK1W2&sig=9buDegc- fJu8hovnHDEmlWd8meU&hl=en&sa=X&ved=0ahUKEwiB8MHF1IXOAhWIQ48KHc-kAJgQ6AEIJjAB#v=onepage&q=design%20coordination%20process% 20ensure%20service%20design%20packages%20are%20handed%20over%20to%20service%20transition&f=false*

QUESTION 105
What BEST defines IT service management?

A. An organization supplying services to only external customers
B. The customer of an IT service provider who defines and agrees the service targets
C. The implementation and management of quality IT services that meet business needs
D. The resources that are utilized to provide value to customers through services

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://en.wikipedia.org/wiki/IT_service_management*

QUESTION 106
Which role is responsible for sponsoring, designing and change managing a process and its metrics?

A. The process practitioner
B. The process owner
C. The service owner
D. The process manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://en.wikiversity.org/wiki/ITIL/Foundation/Service_Management/Processes_functions_and_roles*

QUESTION 107
What are the two MAJOR activities 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:
Reference: *http://advisera.com/20000academy/knowledgebase/itil-reactive-proactive-problem-management-two-sides-coin/*

QUESTION 108
Which is the CORRECT activity to carry out the "How do we get there" phase of the Continual Service improvement approach?

A. Service and process improvement

B. Baseline assessments

C. Policy and governance review

D. Measurable targets

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
An incident is proving difficult to resolve. A technician informs their manager that more resource is needed to restore the service.

What has taken place?

A. A functional escalation

B. A service level escalation

C. An incident resolution

D. A hierarchic escalation

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
Which statement about service review meetings is FALSE?

A. Actions from service review meetings should only be assigned to the service provider
B. Meetings should be held on a regular basis to review service achievement
C. Issues for the upcoming period should be discussed at the meetings
D. Progress and success of the service improvement program (SIP) should be reviewed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
Which statement **BEST** describes the value of service strategy to the business?

A. It allows higher volumes of successful change
B. It reduces unplanned costs through optimized handling of service outages
C. It reduces the duration and frequency of service outages
D. It enables the service provider to understand what levels of service will make their customers successful

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 112
Remediation planning is a key part of which process?

A. Capacity management
B. Change management
C. Financial management for IT services
D. Availability management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 113
What term describes assurance that a product or service will meet its agreed requirements?

A. Underpinning contract
B. Warranty
C. Service level agreement
D. Utility

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114
Access management is responsible for executing the policies that are defined in which process?

A. Service portfolio management
B. Information security management

C. Change management

D. Problem management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
Which term describes if a service is fit for use?

A. Serviceability

B. Utility

C. Warranty

D. Availability

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

A. Service operation

B. Service transition

C. Continual service improvement

D. Service strategy

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 117
Which is the correct combination of items that makes up an IT service?

A. Customers, providers and documents
B. Information technology, people and processes
C. Information technology, networks and people
D. People, processes and customers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 118
What processes represent the scope of financial management for IT services?

A. Budgeting, costing and charging
B. Budgeting, accounting and charging
C. Cost models and invoicing
D. Charging, accounting and billing

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119
Which process analyzes services that are no longer viable and determines when they should be retired?

A. Change management
B. Service portfolio management
C. Service level management
D. Business relationship management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 120
Which statement about Business Cases is TRUE?

A. Business cases should focus on both the financial and non-financial impacts of the proposed project or service
B. Business cases should only focus on the financial impacts of the proposed project to secure support and funding
C. Business cases should only focus on the non-financial business impacts of the proposed project to secure proper high-level management support
D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 121
Which statement BEST describes the stakeholders in service management?

A. A stakeholder can only be the customer of a service
B. A stakeholder is any individual or group that has invested their money and time in the services
C. A stakeholder can only be the provider of a service
D. A stakeholder is any individual or group who has an interest in the management of the services

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 122
Which statement BEST describes the purpose of release and deployment management?

A. To deliver the functionality required by the business while protecting the integrity of existing services
B. To ensure that each release package specified by service design consists of a set of related assets and service components
C. To ensure that all changes can be tracked, tested and verified if appropriate.
D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
The value created by a service is defined in terms of business outcomes, customer preferences, and which other element?

A. Customer assets
B. Customer perceptions
C. Business activity
D. Business vision

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 124
Which is NOT within the scope of service transition?

A. Managing major changes or new services into the operational environment.
B. Defining how the service provider will meet the customer's required business outcomes.
C. Ensuring that emergency changes are assessed for impact before implementation.
D. Creating a logical model between the individual components and the overall service.

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:

QUESTION 125
What are the two MAIN types of activity 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:

QUESTION 126
Which service transition process provides guidance about converting data into information?

A. Change evaluation
B. Knowledge management
C. Service validation and testing
D. Service asset and configuration management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 127
Which of the following form part of the five major aspects of service design?

1. Service solutions for new or changed services
2. Management policies and guidelines

3. Business and governance requirements
4. Technology architectures and management architectures

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 128
Which is NOT an objective of the change management process?

A. To ensure that all changes to configuration items are recorded in the configuration management system
B. To ensure that changes are recorded and evaluated
C. To respond to the business and IT requests for change that will align the services with the business needs
D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 129
What is NOT within the scope of service catalogue management?

A. Contribution to the definition of services
B. Interfaces between all services and supporting services
C. Interfaces between the service catalogue and service portfolio
D. Fulfillment of business service requests

Correct Answer: D

QUESTION 130
Which statement about internal customers is CORRECT?

A. Services are provided to internal customers under contractual agreements
B. Internal customers have different organizational objectives from their service provider
C. Agreed levels of service are not as important to internal customers
D. Internal customers are part of the same organization as the service provider

Correct Answer: D

QUESTION 131
What should a service design package (SDP) be produced for?

1. A standard change
2. A minor change to a service
3. Removal of a service
4. A major change to a service

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 132
Which stage of the service lifecycle includes catalogue management, information security management, and supplier management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 133
A known IT service stops performing during normal business hours, then the user of the IT service calls the service desk.

What should the service desk open?

A. A problem record
B. A service request
C. An incident record
D. An emergency request

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 134
Which CSI step would defining metrics be appropriate for?

A. Where do we want to be?
B. Did we get there?
C. How do we keep the momentum going?
D. Where are we now?

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 135
What is the ITIL guidance relating to the closure of resolved incidents?

A. Anyone can close an incident once it has been resolved
B. Only the technician that resolved the incident should close the incident
C. Only the service desk should close resolved incidents
D. Only the person who raised the incident should close it once it is resolved

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 136
What term describes actions taken to recover after a failed change or release?

A. Remediation
B. Restoration
C. Reactivation
D. Reassurance

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 137
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

Explanation/Reference:

QUESTION 138
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

Explanation/Reference:

QUESTION 139
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:

QUESTION 140
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 141
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

Explanation/Reference:

QUESTION 142
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:

QUESTION 143
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:

QUESTION 144
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:

QUESTION 145
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:

QUESTION 146

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)
C. A Request for Change (RFC)
D. A Business Case

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 147
The BEST description of the guidance provided by Service Design is?

A. The design and development of new services
B. The design and development of service improvements
C. The design and development of services and service management processes
D. The day-to-day operation and support of services

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 148
Which process is responsible for frequently occurring changes where risk and cost are low?

A. Access management

B. Request Fulfillment

C. Release and Deployment Management

D. Incident Management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 149
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

C. Validate; Direct; Justify; Intervene

D. Evaluate; Direct; Justify; Improve

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 150
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:

QUESTION 151
What is the definition of an Alert?

A. An error message to the user of an application
B. A warning that a threshold has been reached or that something has changed
C. A type of Incident
D. An audit report that indicates areas where IT is not performing according to agreed procedures

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 152
Which of the following would NOT be a task carried out by the Request Fulfillment process?

A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
C. Provision of information used to compare actual performance against design standards
D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 153
Which of the following CANNOT be stored and managed by a tool?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 154
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:

QUESTION 155
What is the name given to the individual assigned to carry out a risk response action or actions to respond to a particular risk or set of risks?

A. Risk Manage
B. Risk Coordinator
C. Risk Actionee
D. Risk Owner

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 156

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:

QUESTION 157
Which of the following describes risk proximity?

A. The timeframe over which the risk mitigation actions should be implemented
B. The schedule for the risk management activities related to a plan
C. The timeframe over which a risk will be monitored by the risk owner
D. The timeframe for when the risk might materialize

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 158
Which of the following is the BEST definition of an Incident?

A. A warning that a threshold has been reached, something has changed, or a failure has occurred
B. An unplanned interruption to an IT service or reduction in the quality of an IT service
C. A change of state which has significance for the management of a Configuration Item or IT Service
D. Loss of ability to operate to specification, or to deliver the required output

Correct Answer: B

Explanation/Reference:

QUESTION 159
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
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:

QUESTION 160
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:

QUESTION 161
One of the five major aspects of Service Design is the design of the service solutions. It includes?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 162
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:

QUESTION 163
Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

A. Extreme focus on cost
B. Extreme focus on responsiveness
C. Vendor focused
D. Extreme internal focus

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 164
Which is the first step in the 7 Step Improvement Process?

A. Where are we now?
B. Identify gaps in Service Level Agreement (SLA) achievement
C. Prepare for action
D. Define what you should measure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 165
Which of these is NOT a responsibility of Application Management?

A. Ensuring that the correct skills are available to manage the infrastructure
B. Providing guidance to IT Operations about how best to manage the application
C. Deciding whether to buy or build an application
D. Assisting in the design of the application

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 166
In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery

B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 167
Which of the following is concerned with fairness and transparency?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 168
Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
B. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced

C. Produce and maintain all necessary Service Transition packages

D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 169
Contracts relating to an outsourced Data Centre would be managed by?

A. Service Desk

B. IT Operations Control

C. Technical Management

D. Facilities Management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 170
An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

A. Excessive focus on quality

B. Excessively reactive

C. Excessively proactive

D. Excessive focus on cost

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 171
"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

A. Functions and Processes
B. Markets and Customers
C. Applications and Infrastructure
D. People, products and technology

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 172
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 173
Removing or restricting rights to use an IT Service is the responsibility of which process?

A. Access Management
B. Incident Management
C. Request Fulfillment
D. Change Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 174
Which is a recommended response type to respond to either a threat or an opportunity?

A. Fallback
B. Reject
C. Share
D. Reduce

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 175
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:

QUESTION 176

Which of the following is a responsibility of Supplier Management?

A. Development, negotiation and agreement of contracts.
B. Development, negotiation and agreement of Organizational Level Agreements
C. Development, negotiation and agreement of Service Level Agreements.
D. Development, negotiation and agreement of Service Portfolio

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 177
Which of the following areas would not be supported by a Service Design tool?

A. Software design
B. Process design
C. Environment design
D. Strategy design

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 178
Which of the following would be carried out as part of a post-project benefits review?

A. An assessment of whether the project fulfilled its original objectives
B. A review of the performance of the project's products in operational use and identification of whether there have been any side-effects
C. An assessment of the project's risk management procedure
D. A review of the performance of the project management method and the project management team

Correct Answer: B

QUESTION 179
Which Function would provide staff to monitor events in an Operations Bridge?

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

Correct Answer: D

QUESTION 180
The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

A. An SLA is legally binding, an OLA is a best efforts agreement
B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
D. An SLA is with an external customer, an OLA is with an internal customer

Correct Answer: D

QUESTION 181
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:

QUESTION 182
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

Explanation/Reference:

QUESTION 183
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:

QUESTION 184
In which of the following situations should a Problem Record be created?

A. An event indicates that a redundant network segment has failed but it has not impacted any users
B. An Incident is passed to second-level support
C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents
D. Incident Management has found a workaround but needs some assistance in implementing it

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 185
Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

A. Service Transition
B. Risk Management
C. IT Service Continuity Management
D. Availability Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 186

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:

QUESTION 187
Which of these would fall outside the scope of a typical service change management process?

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 188
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

Explanation/Reference:

QUESTION 189
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

Explanation/Reference:

QUESTION 190
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

Explanation/Reference:

QUESTION 191
"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 192
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

Explanation/Reference:

QUESTION 193
Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 194
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:

QUESTION 195
Which of the following is the BEST definition of a Risk?

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

Explanation/Reference:

QUESTION 196
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:

QUESTION 197
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:

QUESTION 198
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:

QUESTION 199
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

QUESTION 200
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:

QUESTION 201
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 202
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 203
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:

QUESTION 204
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:

QUESTION 205
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:

QUESTION 206
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
D. Involving customers in drafting Service Level Requirements

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 207
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:

QUESTION 208
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:

QUESTION 209
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:

QUESTION 210
Which of the following BEST describes a Change Authority?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 211
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:

QUESTION 212
Which is NOT a purpose of a Product Description?

A. Define the time and cost needed to produce the product
B. Define the quality skills required to check the product
C. Define the function and appearance of the product
D. Define the development skills required to produce the product

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 213
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:

QUESTION 214
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:

QUESTION 215
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:

QUESTION 216
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:

QUESTION 217
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:

QUESTION 218
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:

QUESTION 219

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:

QUESTION 220
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: