ITILF.312q

ITILF

ITIL Foundation (syllabus 2011)

Exam A

QUESTION 1
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 2
Within service design, what is the key output handed over to service transition?

A. Measurement, methods and metrics
B. Service design package
C. Service portfolio design
D. Process definitions

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 3

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 4
Which process is responsible for the availability, confidentiality and integrity of data?

A. Service catalogue management
B. Service asset and configuration management
C. Change management
D. Information security management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
Availability management is directly responsible for the availability of which of the following?

A. IT services and components
B. IT services and business processes
C. Components and business processes
D. IT services, components and business processes

Correct Answer: A

QUESTION 6
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

QUESTION 7
Which of the following BEST describes the purpose 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

QUESTION 8
Which of the following are reasons why ITIL is successful?

1. ITIL is vendor neutral
2. It does not prescribe actions
3. ITIL represents best practice

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 9
Which one of the following includes four stages called Plan, Do, Check and Act?

A. The Deming Cycle

B. The continual service improvement approach

C. The seven-step improvement process

D. The service lifecycle

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
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 11
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 12
Which of the following BEST describes partners' in the phrase people, processes, products and partners"?

A. Suppliers, manufacturers and vendors
B. Customers
C. Internal departments
D. The facilities management function

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

A. The service level management
B. The IT service continuity management
C. The service catalogue management
D. The supplier management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

A. A service option
B. A service transition package (STP)
C. A service design package (SDP)
D. A service charter

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 16
Which of the following would commonly be found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. 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 17
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18

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 19
Which process would be used to compare the value that newer services have offered over those they have replaced?

A. Availability management
B. Capacity management
C. Service portfolio management
D. Service catalogue management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
Consider the following list:

1. Change authority

2. Change manager
3. Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
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 22
Which one of the following functions would be responsible for the management of a data centre?

A. Technical management
B. Service desk
C. Application management
D. Facilities management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
Which process will regularly anal0yse incident data to identify discernible trends?

A. Service level management
B. Problem management
C. Change management
D. Event management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25

Which is the correct definition of a customer facing service?

A. One which directly supports the business processes of customers
B. A service that cannot be allowed to fail
C. One which is not covered by a service level agreement
D. A service not directly used by the business

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
Which one 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 27
Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their resultant Incidents
B. To manage problems throughout their lifecycle
C. To restore service to a user
D. To eliminate recurring incidents

Correct Answer: C

QUESTION 28
Which one of the following is an objective of service catalogue management?

A. Negotiating and agreeing service level agreement
B. Negotiating and agreeing operational level agreements
C. Ensuring that the service catalogue is made available to those approved to access it
D. Only ensuring that adequate technical resources are available

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Which of the following statements BEST describes the aims of release and deployment management?

A. To build, test and deliver the capability to provide the services specified by service design
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:
Explanation:

QUESTION 30
Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

A. Implementing service and process improvements
B. Reviewing measurements and metrics
C. Creating a baseline
D. Defining measurable targets

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
Which one of the following can help determine the level of impact of a problem?

A. Definitive media library (DML)
B. Configuration management system (CMS)
C. Statement of requirements (SOR)
D. Standard operating procedures (SOP)

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

A. Training in risk management for all staff and identification of risks
B. Identification of risk, analysis and management of the exposure to risk
C. Control of exposure to risk and investment of capital
D. Training of all staff and investment of capital

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
Which of the following is an enabler of best practice?

A. Standards
B. Technology
C. Academic research
D. Internal experience

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
Which of the following is NOT one of the five individual aspects of service design?

A. The design of the service portfolio, including the service catalogue

B. The design of new or changed services
C. The design of market spaces
D. The design of the technology architectures

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
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 37
Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

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 38
Which process is responsible for ensuring that appropriate testing takes place?

A. Knowledge management
B. Release and deployment management
C. Service asset and configuration management
D. Service level management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
Which of the following identify the purpose of business relationship management?

1. To establish and maintain a business relationship between service provider and customer
2. To identify customer needs and ensure that the service provider is able to meet

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
Which of the following is the correct definition of an outcome?

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

B. The result of carrying out an activity, following a process or delivering an IT service
C. All the accumulated knowledge of the service provider
D. All incidents reported to the service desk

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
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 42
Which process would ensure that utility and warranty requirements are properly addressed in service designs?

A. Availability management
B. Capacity management
C. Design coordination
D. Release management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 43
What would be the next step in the continual service improvement (CSI) model after?

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. Did we get there?
6. ?

A. What is the return on investment (ROI)?

B. How much did it cost?

C. How do we keep the momentum going?

D. What is the value on investment (VOI)?

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
Which statement about the emergency change advisory board (ECAB) is CORRECT

A. The ECAB considers every high priority request for change (RFC)

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 45

Which of the following BEST describes a problem?

A. An issue reported by a user
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 46
Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

A. Internal
B. External
C. Service desk
D. Shared services unit

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 47
Which one of the following statements about incident reporting and logging is CORRECT?

A. Incidents can only be reported by users
B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
C. All calls to the service desk must be logged as incidents
D. Incidents reported by technical staff must also be logged as problems

Correct Answer: B

QUESTION 48
Which process is responsible for providing the rights to use an IT service?

A. Incident management
B. Access management
C. Change management
D. Request fulfillment

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

A. Business services
B. Component services
C. Supporting services
D. Customer services

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
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 51
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 52
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 change

B. A change model

C. A change request

D. A change advisory board

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
Where should the following information be stored?

1. The experience of staff
2. Records of user behaviour
3. Supplier's abilities and requirements
4. User skill levels

A. The forward schedule of change

B. The service portfolio

C. A configuration management database (CMDB)

D. The service knowledge management system (SKMS)

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 54
Which of the following statements about standard changes are CORRECT?

1. The approach is pre-authorized
2. The risk is usually low and well understood
3. Details of the change will be recorded
4. Some standard changes will be triggered by the request fulfilment process

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 55
Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfilment, and access management
B. Event management, incident management, change management, and access management
C. Incident management, problem management, service desk, request fulfilment, and event management
D. Incident management, service desk, request fulfilment, access management, and event management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 56
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 management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 57

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 58
Which one of the following activities does application management perform?

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 59
What is a RACI model used for?

A. Performance analysis
B. Recording configuration items
C. Monitoring services
D. Defining roles and responsibilities

Correct Answer: D

QUESTION 60
The remediation plan should be evaluated at what point in the change lifecycle?

A. Before the change is approved
B. Immediately after the change has failed and needs to be backed out
C. After implementation but before the post implementation review
D. After the post implementation review has identified a problem with the change

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 61
Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services
B. It is mandatory that all changes are subject to design coordination activity
C. Only changes to business critical systems
D. Any change that the organization believes could benefit

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 62
What is the PRIMARY process for strategic communication with the service provider's customers?

A. Service catalogue management
B. Service portfolio management
C. Service desk
D. Business relationship management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 63
Which one of the following is NOT an aim of the change management process?

A. To ensure the impact of changes are understood
B. To ensure that changes are recorded and evaluated
C. To ensure that all changes to 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 64
What are customers of IT services who work in the same organization as the service provider known as?

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

D. Internal customers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 65
Access management is closely related to which other process?

A. Capacity management only
B. 3rd line support
C. Information security management
D. Change management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 66
In which core ITIL publication can you find detailed descriptions of service 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:
Explanation:

QUESTION 67
Which of the following is the BEST reason for categorizing incidents?

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 68
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 69
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 70
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 71
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

QUESTION 72
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 73
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 74
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 75
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 76
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 77
Where should the details of a workaround be documented?

A. In a service level agreement (SLA)

B. In a problem record

C. In the availability management information system

D. In the IT service continuity plan

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 78
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 79
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 80
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 81
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 82
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 83
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 84
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 85
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 86
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 87
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 88
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 89
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 90
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 91
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 92
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 93
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 94
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 95
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 96

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 97
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 98
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 99
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 100
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 101
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 102
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 103
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 104
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 105
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 106
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 107
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 108
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 109
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 110

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 111
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 112
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

QUESTION 113
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 114
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 115
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 116
Which reason describes why ITIL is so successful?

A. The five ITIL volumes are concise

B. It is not tied to any particular vendor platform

C. It tells service providers exactly how to be successful

D. It is designed to be used to manage projects

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 117
What type of record should you raise when a problem diagnosis is complete and a workaround is available?

A. A service object

B. An incident

C. A change

D. A known error

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 118
Which two elements of financial management for IT services are mandatory?

A. Budgeting and charging
B. Accounting and charging
C. Budgeting and accounting
D. Costing and charging

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 119
What is the primary focus of business capacity 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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 120
Which statement about the service portfolio is TRUE?

A. The service portfolio includes ail services except those managed by third parties

B. It is an integral part of the service catalogue

C. It allows the organization unlimited resources when planning for new service deployments

D. It represents all resources presently engaged or being released in various stages of the service lifecycle

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
References:

QUESTION 121
Which of the following statements describes the objectives of service asset and configuration management?

1. To identify, control, report and verify service assets and configuration items (CIs)
2. To account for, manage and protect the integrity of service assets and configuration items
3. To establish and maintain an accurate and complete configuration management system
4. To document all security controls together with their operation and maintenance

A. 1 and 2 only

B. 1, 2, and 3 only

C. 1, 3 and 4 only

D. All of the above

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
References:
http://www.ucisa.ac.uk/~/media/Files/members/activities/ITIL/servicetransition/service_asset/ITIL_guide%20to%20SA%20and%20CM%20management%20pdf
(see 'The purpose and objectives of service asset and configuration management; first and second bullet)

QUESTION 122
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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 123
Which of the following is MOST concerned with the design of new or changed services?

A. Change management
B. Service transition
C. Service strategy
D. Service design

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 124
Which of these recommendations is best practice for service level management?

1. Include legal terminology in service level agreements (SLAs)
2. It is NOT necessary to be able to measure all the targets in an SLA

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 125
Which of the following statement about the service owner is INCORRECT?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 126
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 127
Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

A. Availability management

B. Capacity management

C. Business relationship management

D. Service catalogue management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 128
The definitive media library is the responsibility of:

A. Facilities management

B. Access management

C. Request fulfillment

D. Service asset and configuration management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 129
What are the three service provider business models?

A. Internal service provider, outsourced 3rd party and off-shore party

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, external service provider, shared service unit

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 130
Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services are included
B. All changes are mandated to be included
C. Only changes to business critical systems are included
D. Any changes that would benefit the organization are included

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 131
Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

1. Details of failed changes
2. Updates to the change schedule
3. Reviews of completed changes

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 132
Which of the following are types of service defined in ITIL?

1. Core

2. Enabling
3. Special

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 133
What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

A. Serviceability
B. Availability
C. Capacity
D. Continuity

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 134
Which of the following can include steps that will help to resolve an incident?

1. Incident model
2. Known error record

A. 1 only
B. 2only
C. Both of the above

D. Neither of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 135
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 136
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 137
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 138
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 139
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 140
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 141
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 142
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 143
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 144
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 145
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 146
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 147
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/Reference:
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 148
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/Reference:
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 149
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

Explanation/Reference:
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 150
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 151
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 152
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 153
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 154
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 155
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 156
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 157
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 158
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 159
What are sources of best practice?

A. Customers, suppliers, advisors
B. Industry practices, academic research, training and education
C. Substitutes, regulators, customers
D. Competition, compliance, commitments

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 160
Which is an objective of the service design lifecycle stage?

A. To embed continual service improvement (CSI) in all service design activities
B. To ensure that all service design activities use the minimum amount of resources
C. To monitor service level targets as agreed in service level agreements
D. To create and maintain a portfolio of quantified services

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://www.greycampus.com/opencampus/itil-foundation/introduction-about-service-design*

QUESTION 161
Which is NOT a service desk type described in the ITIL service operation guidance?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://www.hci-itil.com/ITIL_v3/books/4_service_operation/service_operation_ch6.html#ch2*

QUESTION 162
Which is an example of improving service utility using service management automation?

A. Pre-determined routing of a service request
B. Reducing the time to compile service data
C. Monitoring service availability
D. Faster resource allocation

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 163
Which is the CORRECT list of metrics to support CSI activities?

A. Technology, customer and business
B. Business, service and technology
C. Customer, business and process
D. Process, technology and service

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://www.greycampus.com/opencampus/itil-foundation/different-types-of-metrics-in-csi*

QUESTION 164
Which is an example of an internal customer?

A. A customer who has a contract with an internet service provider for a broadband connection
B. The HR department whose payroll service is provided by their organization's IT department
C. An IT department that uses a network service obtained from a supplier
D. A retail bank that outsources its infrastructure to a third-party supplier

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 165
Which is the CORRECT list of 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:
Reference: *http://theartofservice.com/itil-service-level-agreement-structure.html*

QUESTION 166
What does the term "Wisdom" represent within the Data-to-Information-to-Knowledge-to-Wisdom (DIKW)?

A. The complete collection of all data and data repositories in the organization
B. The knowledge to manage organization processes and people
C. The complete collection of all process management structures in the organization
D. The contextual awareness to provide strong common sense judgement

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://kvaes.wordpress.com/2013/05/31/data-knowledge-information-wisdom/*

QUESTION 167
What BEST describes the purpose of analyzing risk?

A. To assess impact and urgency
B. To assess impact and probability
C. To review remediation planning
D. To review transition planning

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 168
Which ITIL process is used to restore normal service operation as quickly as possible?

A. Service level management
B. Incident management
C. Problem management
D. Availability management

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Reference: *http://www.bmc.com/guides/itil-incident-management.html*

QUESTION 169
Which stage of service lifecycle has the purpose of aligning IT services with the changing business needs by identifying improvements to IT services?

A. Continual service improvement
B. Service operation
C. Service strategy
D. Service design

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://kohi10.wordpress.com/2011/04/06/itil-service-lifecycle-overview/*

QUESTION 170
Which statement about the known error database (KEDB) is CORRECT?

A. It is maintained by the service desk and updated with the details of each new incident
B. It is a part of the configuration management database (CMDB) and contains workarounds
C. It is maintained by problem management and is used by the service desk to help resolve incidents
D. It is maintained by incident management and contains solutions to be implemented by problem management

Correct Answer: C
Section: (none)
Explanation

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

QUESTION 171
Where should all master copies of controlled software and documentation be stored?

A. In the definitive capacity library

B. In the definitive media library

C. In the definitive security library

D. In the definitive production library

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://www.ucisa.ac.uk/-/media/files/members/activities/itil/servicetransition/service_asset/itil_guide%20to%20sa%20and%20cm%20management%20pdf.ashx?la=en* (page 3)

QUESTION 172
Which is one of the five aspects of service design?

A. Management information systems and tools

B. Risk analysis and management approach

C. Management policy for business case creation

D. Corporate governance and policy

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://www.bmc.com/guides/itil-service-design.html*

QUESTION 173
Which tool helps with defining accountability and responsibility within processes?

A. A CSI register

B. A project charter

C. A RACI model

D. A communications plan

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://advisera.com/20000academy/blog/2016/01/12/itil-iso-20000-raci-matrix-how-to-use-it-to-clarify-responsibilities/*

QUESTION 174
Which statement about change management is CORRECT?

A. It optimizes overall business risk
B. It optimizes financial exposure
C. It ensures that all changes are authorized by the change advisory board (CAB)
D. It ensures that service requests follow the normal change management process

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://en.wikipedia.org/wiki/Change_management_(ITSM)*

QUESTION 175
What is the type of notification that should be sent when a threshold has been reached, something has changes or a failure has occurred?

A. an emergency change
B. an alert
C. an emergency event
D. a request for change

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://www.itskeptic.org/does-itil-explain-difference-between-alert-and-eve#comment-8564*

QUESTION 176
Which of the following is an example of proactive problem management?

A. Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident
B. Analysis of an incident by a technical support group which revels that an underlying problem exists, or is likely to exist
C. Suspicion or detection of a cause of one or more incidents by the service desk

D. Trending of historical incident records to identify one or more underlying causes

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://www.greycampus.com/opencampus/itil-foundation/problem-management*

QUESTION 177
Which is a reason why incident management interfaces with service level management?

A. To ensure that problem records are circulated to all customers
B. To ensure that the status of faulty configuration items (CI) is recorded
C. To ensure that incident resolution times are aligned with business needs
D. To ensure that incident workarounds are acceptable to the customers

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 178
What is a characteristic of a process?

A. It requires a specific tool
B. It is performance driven and measurable
C. It provides generic technical skills and resources
D. It does not react to a specific trigger

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://itilexampreparation2011.blogspot.com/2012/10/01-10-explain-process-model-and.html*

QUESTION 179
Which statement about stakeholders is TRUE?

A. Customers, users and suppliers are examples of stakeholders, who may be external to the service provider organization
B. External customers are those who work for the same organization as the IT service provider
C. Internal customers are always charged for the IT services they receive from the IT service provider organization
D. Internal customers purchase services from third-party suppliers by means of a legally binding contract or agreement

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: *http://itilexampreparation2011.blogspot.com/2012/10/01-8-define-and-explain-concept-of.html*

QUESTION 180
Which capacity management sub-process focuses on the management, control and prediction of the end-to-end performance?

A. Business capacity management
B. Supplier capacity management
C. Service capacity management
D. Component capacity management

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://advisera.com/20000academy/knowledgebase/three-faces-capacity-management/*

QUESTION 181
Which is NOT an example of a pattern of business activity (PBA)?

A. The seasonal variation in customer purchases from a supermarket
B. The peak period usage of counter services in a retail bank
C. The capacity usage of the network supporting service
D. The tendency for a government agency to submit its regulatory reports just before the deadline

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 182
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 183
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 184
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 185
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 186
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 187
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 188
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 189
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 190
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 191
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 192
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 193
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 194
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 195
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 196
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 197

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 198
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 199
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 200
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 201
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 202
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 203
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 204
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

QUESTION 205
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 206
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 207
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 208
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 209
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

QUESTION 210
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 211
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 212
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 213
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 214
"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 215
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 216
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 217

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 218
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 219
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 220
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 221
"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

QUESTION 222
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

QUESTION 223
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

QUESTION 224
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 225
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 226
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 227
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 228
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 229
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:

QUESTION 230
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 231
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 232
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 233
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 234
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 235
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 236

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 237
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 238
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 239
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:

QUESTION 240
What is the Service Pipeline?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 241
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:

QUESTION 242
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:

QUESTION 243
What are Request Models used for?

A. Capacity Management
B. Modeling 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:

QUESTION 244
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:

QUESTION 245
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:

QUESTION 246
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:

QUESTION 247
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:

QUESTION 248
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:

QUESTION 249
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:

QUESTION 250
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:

QUESTION 251
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 252
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:

QUESTION 253
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:

QUESTION 254
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:

QUESTION 255
In the phrase "People, Processes, Products and Partners". Products refers to:

A. IT Infrastructure and Applications

B. Services, technology and tools

C. Goods provided by third parties to support the IT Services

D. All assets belonging to the Service Provider

Correct Answer: B
Section: (none)
Explanation

QUESTION 256
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:

QUESTION 257
Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

A. Service Operation
B. Capacity Management
C. Service Design
D. Availability Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 258
When is it confirmed if a project's objectives have been achieved?

A. During the Closing a Project process
B. During the final end stage assessment

C. During the Controlling a Stage process

D. During the Managing Product Delivery process

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 259
Which is a definition of a risk cause?

A. The impact of a risk on the stage and project tolerance

B. The source of a risk

C. The overall effect of a risk on the Business Case

D. How likely a risk is to occur in a given project situation

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 260
Which of the following are included within Release and Deployment Models?

(1) Roles and responsibilities
(2) Template release and deployment
(3) Supporting systems, tools and procedures.
(4) 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

QUESTION 261
Which of the following are objectives of Service Design?

(1) Design Services to satisfy business objectives.
(2) Identify and manage risk.
(3) Design effective and efficient processes
(4) 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

QUESTION 262
Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

(1) Allocate roles and responsibilities to work on CSI initiatives.
(2) Measure and review that the CSI plan is executed and its objectives are being achieved.
(3) Identify the scope, objectives and requirements for CSI.
(4) 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

QUESTION 263
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

QUESTION 264
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

QUESTION 265
Which process or function is responsible for the Definitive Media Library and Definitive Spares?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 266
Which is the CORRECT description of an outcome?

A. The result of carrying out an activity, following a process, or delivering an IT service
B. The inputs that trigger an action for an activity, process or IT service
C. The prediction of the future demand requirements for an activity, process or IT service
D. The design and development of the activities that make up a process or IT service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 267
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:

QUESTION 268
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:

QUESTION 269
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:

QUESTION 270
Which of the following questions does the guidance in service strategy help to answer?

(1) What services should we offer and to whom?
(2) How do we differentiate ourselves from competing alternatives?
(3) 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:

QUESTION 271
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

QUESTION 272
Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

A. IT management
B. Service desk manager
C. Business management
D. The change manager

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 273
When tan a known error record tie raised?

(1) At any time when it would be useful to do so
(2) After a workaround has been found

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 274
Which of the following is the BEST definition of an event?

A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
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:

QUESTION 275
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 manages infrastructure devices not services

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 276
Which of the following is an example of self-help 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: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 277
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:

QUESTION 278
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:

QUESTION 279

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 280
The group that authorizes changes that must be installed faster than the normal process is called the?

A. Emergency CAB (ECAB)
B. Urgent Change Authority (UCA)
C. Urgent Change Board (UCB)
D. CAB Emergency Committee (CAB/EC)

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 281
In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

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

Correct Answer: B

QUESTION 282
Which of these statements about Service Desk staff is CORRECT?

A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Correct Answer: B

QUESTION 283
Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

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

Correct Answer: C

QUESTION 284
Which is the correct combination of Service Management terms across the Lifecycle?
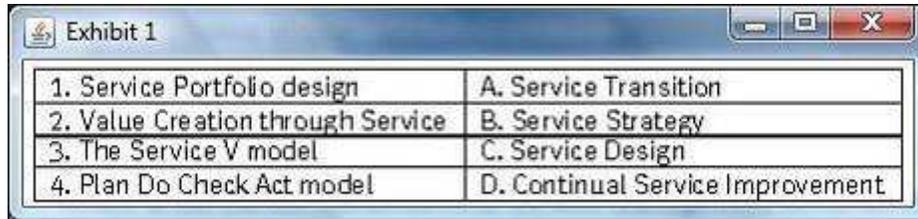
Exhibit 1

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 285
A plan for managing the end of a supplier contract should be created when?

A. The contract is being negotiated
B. The contract is about to be ended
C. The Supplier Manager decides that there is a risk the contract might need to end soon
D. The contract has been agreed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 286
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:

QUESTION 287
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:

QUESTION 288
Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

A. Service Portfolio Management

B. Service Level Management

C. Component Capacity Management

D. Demand Management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 289
What is the entry point or the first level of the V model?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 290
Service Acceptance criteria are used to?

A. Ensure the design stage of the Lifecycle
B. Ensure Portfolio Management is in place
C. Ensure delivery and support of a service
D. Ensure service Key Performance Indicators (KPIs) are reported

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 291
Which of the following statements is CORRECT?

(1) The only phase of the Service Management Lifecycle where value can be measured is Service Operation
(2) All of the phases of the lifecycle are concerned with the value of IT services

A. Both of the above

B. Neither of the above

C. 2 only

D. 1 only

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 292
How does Problem Management work with Change Management?

A. By installing changes to fix problems

B. By negotiating with Incident Management for changes in IT for Problem resolution

C. By issuing RFCs for permanent solutions

D. By working with users to change their IT configurations

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 293
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 294
Which function is responsible for the closure of an incident record?

A. Event management
B. The service desk
C. Either the service desk or an appropriate third party engineer
D. Any appropriate function

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 295
What is the primary focus of component capacity 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: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 296
What should the IT service continuity process primarily support?

A. Critical IT processes
B. All the services in the service portfolio

C. Business continuity strategy

D. Mission critical services at peak business periods

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 297
What BEST describes the customers and users of an IT service provider?

A. Customers buy IT services; users use IT services

B. Customers design IT services; users test IT services

C. Customers sell IT services; users improve IT services

D. Customers agree the service levels; users buy IT services

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 298
Which is the BEST definition of a supplier?

A. It is a third party responsible for supplying goods or services that are required to deliver IT services

B. It is a shared services unit that is responsible for supplying goods or services that are required to deliver IT services

C. It is a third party with responsibility for supplying goods or services that is agreed through an operational level agreement

D. It is a mixture of internal and external parties that are responsible for providing goods and services to its customer group

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 299
What is the pre-authorized change known as?

A. A normal change
B. A retrospective change
C. A standard change
D. An ordinary change

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 300
What is the BEST description of a change proposal?

A. Any request for change (RFC) submitted to change management
B. An authorized change submitted to release and deployment
C. An RFC that must be implemented as soon as possible
D. A justification for a change with significant cost or risk

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 301
What is a change of state that has significance for the management of a configuration item (CI) called?

A. An event
B. A baseline
C. A change to a service level agreement
D. A request for change (RFC)

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 302
What is the CORRECT definition of service management?

A. A set of specialized assets for transitioning services into the live operational environment
B. A set of specialized organizational capabilities for delivering value to customers in the form of services
C. A group of events that meet the demand from customers for services that they receive
D. A group of people that manages services to fulfill the needs of users and customers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 303
How are groups, teams, departments and divisions classified?

A. Processes
B. Functions
C. Roles
D. Technicians

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 304
Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

A. External Customers
B. Suppliers
C. Operations
D. External Consultants

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 305
Can service operation improve efficiency in the business operation by automating common routines?

A. No, automating common routines improves effectiveness but not efficiency
B. Yes, through automating common routines and introducing the service knowledge management System (SKMS)
C. Yes, through automating common routines, more productive work can be carried out
D. No, automating common routines only results in preventing common problems

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 306
Which is a responsibility of a customer within the service level management process?

A. Negotiate third party contracts
B. Measure service availability
C. Supply good or services
D. Agree Service level targets

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 307
What must a service level agreement (SLA) define?

A. Legally binding contractual responsibilities or both parties
B. Legally binding contractual responsibilities of just the IT service provider
C. Key service targets and responsibilities of both the IT service provider and customer
D. Key service targets and responsibilities of just the IT service provider

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 308
Which BEST describes a situation in which the emergency change advisory board (ECAB) is used?

A. Following a full change advisory board (CAB) to resolve any outstanding agenda items
B. During peak or holiday periods when emergencies are more likely to occur
C. In an emergency situation when it is not possible to convene a full CAB
D. Outside the normal working hours of the business unit

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 309
What do customers NOT have ownership of when receiving value from services?

A. Specific costs and outcomes

B. Specific costs and risks

C. Specific risks and impacts

D. Specific outcomes and impacts

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 310
Which statement about Service Asset and Configuration Management (SACM) is FALSE?

A. The scope of SACM includes management of the complete lifecycle of every configuration item (CI)

B. Configuration baselines and versions are produced by SACM

C. SACM maintains an accurate and complete configuration management system (CMS)

D. All changes to Cis are authorized by SACM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 311
Which BEST describes the purpose of the CSI register?

A. To capture, record and prioritize all improvement opportunities

B. To store details of all component CIs and their interfaces

C. To be a central repository for all IT service management related information

D. To record details of all live services and their service targets

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 312
Which are objectives of problem management?
1. Eliminate recurring incidents
2. Minimize the impact of incidents that cannot be prevented
3. Increase visibility and communication of incidents
4. Provide a trigger for the raising of incidents

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference: