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QUESTION 1
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 2
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:

QUESTION 3
Which process is responsible for low risk, frequently occurring, low cost changes?

A. Demand management
B. Incident management
C. Release and deployment management
D. Request fulfillment

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Effective release and deployment management enables the service provider to add value to the business by?

A. Ensuring that all assets are accounted for
B. Ensures that the fastest servers are purchased
C. Delivering change, faster and at optimum cost and minimized risk
D. Verifying the accuracy of all items in the configuration management database

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which is an outcome of service design?

A. User training and awareness for the service is maximized

B. Services and operational quality are enhanced

C. Standard Services are provided quickly and efficiently across the business

D. Expectations setting of all stakeholders for the services improved

Correct Answer: B
Section: (none)
Explanation
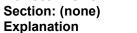
Explanation/Reference:

QUESTION 7
Which process analyzes services that are no longer viable and determines when they should be retired?

A. Change management

B. Service portfolio management

C. Service level management

D. Business relationship management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
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 9
Which is NOT a purpose of a Product Description?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following defines the level of protection in Information Security Management?

A. The IT Executive
B. The ISO27001 Standard
C. The Business
D. The Service Level Manager

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
Which of the following processes are performed by the service desk?
1.Capacity management
2.Request fulfillment
3.Demand management
4.Incident management

A. All of the above

B. 3 and 4 only

C. 2 and 4 only

D. 2 only

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
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:

QUESTION 13
One of the five major aspects of Service Design is the design of the service solutions. It includes?

A. Requirements, resources and capabilities needed and agreed

B. Only requirements needed and agreed

C. Only capabilities needed and agreed

D. Only resources and capabilities needed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
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:

QUESTION 15
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:

QUESTION 16
Which of the following BEST describes a Change Authority?

A. The Change Advisory Board
B. A person that provides formal authorization for a particular type of change.

C. A role, person or a group of people that provides formal authorization for a particular type of change.

D. The Change Manager who provides formal authorization for each change

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
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 18
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 19
Which of the following does the Availability Management process include?
(1)Ensuring services are able to meet availability targets
(2)Monitoring and reporting actual availability
(3)Improvement activities, to ensure that services continue to meet or exceed their availability goals

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
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:

QUESTION 21
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:

QUESTION 22
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:

QUESTION 23
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:

QUESTION 24
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 25
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:

QUESTION 26
What is the BEST description of an external customer?

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

D. Customers for whom the cost of the service is the primary driver

Correct Answer: C
Section: (none)
Explanation

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

QUESTION 27
Which of the following are aspects of Service Design?
(1)Architectures
(2)Technology
(3)Service Management processes
(4)Metrics

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
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:

QUESTION 29
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 30
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 31
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 32
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 33
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 34
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:

QUESTION 35
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:

QUESTION 36
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:

QUESTION 37
Which of the following are objectives of service level management?
1: Defining, documenting and agreeing the level of FT services to be provided
2: Monitoring, measuring and reporting the actual level of services provided
3: Monitoring and improving customer satisfaction
4: Identifying possible future markets that the service provider could operate in.

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following is NOT a recognized example of a service provider type within the IT IL framework?

A. Internal
B. External

C. Service desk

D. Shared services unit

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
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:

QUESTION 40
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:
Ref eren ce: httD://www.greycampus.com/oDencamDus/itil-foundation/different-types-of-metrics-in-csi

QUESTION 41
Which function or process would provide staff to monitor events in an operations bridge?

A. Technical management
B. IT operations management
C. Request fulfillment
D. Applications management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
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:

QUESTION 43
Who owns the specific costs and risks associated with providing a service?

A. The Service Provider
B. The Service Level Manager

C. The Customer
D. The Finance department

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
What should be documented as part of every process?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
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 46
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:

QUESTION 47
What BEST defines roles and responsibilities in relation to process and activities?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.thecqi.org/Documents/community/South%20Western/Wessex%20Branch/CQI%20Wessex%20-%20RACI%20approach%207Sep 10.pdf
(page 9)

QUESTION 48
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:

QUESTION 49
In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated
B. Measures for optimization are identified
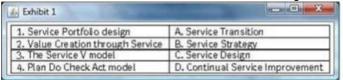C. Service value is modeled
D. Service value is visible to customers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
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 51
At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

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 52
How is a service delivered between departments of the same organization classified?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
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:

QUESTION 54
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 55
Which of the following statements is CORRECT?

A. The CMS is part of the Configuration Management Data Base (CMDB)
B. The KEDB and the CMS form part of the larger SKMS
C. The Service Knowledge Management System (SKMS) is part of the CMS
D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
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:

QUESTION 57
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
Which CSI step would defining metrics be appropriate for?

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

D. Where are we now?

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
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 61
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 62
From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

A. User
B. Customer
C. Supplier
D. Administrator

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
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 64
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 65
Which of the following 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:

QUESTION 66

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 67
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 68
What is NOT within the scope of service catalogue management?

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 69
What are the categories of event described in the UIL service operation book?

A. Informational, scheduled, normal
B. Scheduled, unscheduled, emergency
C. Informational, warning, exception
D. Warning, reactive, proactive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
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 71
What BEST describes the value of service design to the business?

A. It supports the creation of a portfolio of quantified services
B. It reduces total cost of ownership (TCO) of services

C. It improves the control of service assets and configurations

D. It provides quick and effective access to standard services

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
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 73
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:

QUESTION 74
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:

QUESTION 75
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 76
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 77
Which describes a proactive trigger for 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 reveals 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: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
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 79
Which Function would provide staff to monitor events in an Operations Bridge?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
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 81
In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
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:

QUESTION 83
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 84
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
Which statement BEST describes the stakeholders in service management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
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 87
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:

QUESTION 88
Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database
B. A definitive media library
C. A request for change
D. A known error database

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
Why is ITIL successful?

A. It always guarantees cost savings
B. Its practices are applicable to any IT organization

C. It makes technology architecture easy to design

D. It can be fully implemented in 30 days

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
Which is responsible for the production of the service design package (SDP)?

A. Service portfolio management

B. Service catalogue management

C. Design coordination

D. Service design

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board

B. The change advisory board

C. The change implementer

D. The change manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
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:

QUESTION 93
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 94
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:

QUESTION 95
When can a known error record be raised?
1.At any time 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: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Which of the following would commonly be in a contract underpinning an IT service?
(1)Marketing information
(2)Contract description and scope
(3)Responsibilities and dependencies

A. 1 and 2 only

B. 1 and 3 only

C. 2 and 3 only

D. None of the above

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:

QUESTION 97
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:

QUESTION 98
Which of the following is service transition planning and support NOT responsible for?

A. Prioritizing conflicts for service transition resources
B. Coordinating the efforts required to manage multiple simultaneous transitions
C. Maintaining policies, standards and models for service transition activities and processes
D. Detailed planning of the build and test of individual changes

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
What BEST describes an important principle of communication in service operation?

A. It is efficient, effective and economical for all IT services
B. It has an intended purpose or a resultant action

C. It focuses on creating a relationship between processes and products

D. It has responsibility for creating policies

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
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:

QUESTION 101
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 102
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 103
Which of the following provides resources to resolve operational and support issues during Release and Deployment?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104
Which of the following CANNOT be provided by a tool?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105
What is used to control a process?

A. Inputs
B. Functions
C. Objectives
D. Stakeholders

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
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:

QUESTION 107
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 108
Which role is accountable for the operational management of a process?

A. Process practitioner
B. Process manager
C. Service manager
D. Change manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
When tan a known error record tie raised?
(1)At any time when it would be useful to do
(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 110
Which statement is CORRECT?

A. A function is a set of responsibilities allocated to a service manager
B. A process is a team or group of people and the tools they use to perform one or more activities
C. A function is a set of specialized organizational capabilities
D. A process is a structured set of activities designed to accomplish a specific objective

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
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 112
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:

QUESTION 113
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 114
Where are the details of core and enhancing service provided?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
Which of the following statements is CORRECT for every process?
1.It delivers its primary results to a customer or stakeholder
2.It defines activities that are executed by a single function

A. Both of the above

B. 1 only

C. Neither of the above

D. 2 only

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
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 117
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:

QUESTION 118
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 119
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:

QUESTION 120
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:

QUESTION 121
Which of the following is NOT an objective of request fulfillment?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 122
Which process includes business, service and component sub-processes?

A. Capacity management
B. Incident management
C. Service level management
D. Financial management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
In which document would you expect to see an overview of actual service achievements against targets?

A. Operational level agreement(OLA)
B. Capacity plan
C. Service level agreement(SLA)
D. SLA monitoring chart(SLAM)

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 124
Which of the following would NOT be contained in a release policy?

A. Naming and numbering conventions
B. Entry and exit criteria of the release into testing
C. Roles and responsibilities for the release
D. The risk register for the release

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 125
Which processes ensure the targets in the underpinning contracts are appropriate?

A. Design coordination and service level management
B. Supplier management and service level management
C. Service level management and availability management
D. Configuration management and service portfolio management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 126
Which one of the following is NOT the responsibility of service catalogue management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 127
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 128
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:

QUESTION 129
Which of the following is NOT an objective of service transition?

A. To ensure that a service can be operated, managed and supported
B. To provide training and certification in project management
C. To provide quality knowledge and information about services and service assets
D. To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 130
Which one of the following is the BEST description of a relationship in service asset and configuration management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 131
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 132
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:

QUESTION 133
Which process monitors and improves the performance of the service transition stage of the service lifecycle?

A. Transition planning and support
B. Design co-ordination
C. Change management
D. Service transition management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 134
In which of the following situations should a Problem Record be created?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 135

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 136
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:

QUESTION 137
Which of the following provide value to the business from service strategy?
1.Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
2.Enabling the service provider to respond quickly and effectively to changes in the business environment
3.Reduction in the duration and frequency of service outages

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 138
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 139
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:

QUESTION 140
What term describes actions taken to recover after a failed change or release?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 141
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:

QUESTION 142
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: httDs://www.cherwell.com/blog/7-steDS-to-continual-service-imDrovement-csi-success

QUESTION 143
Which one of the following is the BEST definition of reliability?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 144
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 145
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:

QUESTION 146
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:

QUESTION 147
Which of the following options is a hierarchy that is used in knowledge management?

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

D. Information - Data - Knowledge - Wisdom

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 148
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:

QUESTION 149
Which of the following Availability Management activities are considered to be proactive as opposed to reactive?
(1)Risk assessment
(2)Testing of resilience mechanisms
(3)Monitoring of component availability

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 150
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:

QUESTION 151
Which document shows a detailed analysis of business impact and benefits?

A. A return on investment
B. Service level requirements
C. A business case
D. A service level agreement

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 152
What BEST describes the value of continual service improvement to the business?

A. It supports the creation of a portfolio of quantified services
B. It results in gradual improvement in cost effectiveness
C. It improves governance by building controls into service designs
D. It provides quick and effective access to standard services

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 153
Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

A. Change proposal
B. Change policy
C. Service request
D. Risk register

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 154
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:

QUESTION 155
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:
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 156
Which of the following areas would not be supported by a Service Design tool?

A. Software design

B. Process design

C. Environment design

D. Strategy design

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 157
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:

QUESTION 158
Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

A. Service level management

B. Service catalogue management

C. Demand management

D. Service transition

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 159
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 160
Which one of the following is it the responsibility of supplier management to negotiate and agree?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 161
Which process will regularly analOyse 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:

QUESTION 162
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 163
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 164
Service Design emphasizes the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 165
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 166
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:

QUESTION 167
What is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle

B. To proactively prevent all outages to IT services

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 168
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:

QUESTION 169
Which service lifecycle stage provides the following values to the business?

A. Service transition

B. Service strategy

C. Service operation

D. Service design

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 170
What BEST describes the value of service transition to the business?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 171
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 172
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:

QUESTION 173
Which of the following should be considered when designing measurement systems, methods and metrics?
1.The services
2.The architectures
3.The configuration items
4.The processes

A. 1,2 and 3 only

B. 1,3 and 4 only

C. 2,3 and 4 only

D. All of the above

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 174
Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"

A. Service Strategy

B. Service Design

C. Service Operation

D. Service Transition

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 175
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://kohi 10. word press, com/20 7 l/04/06/itil-service-lifecycle-oVerview/

QUESTION 176
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 177
Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

A. The Service Level Manager
B. The Configuration Manager

C. The Change Manager

D. The Information Security Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 178
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.grevcamDus.com/oDencamDus/itil-foundation/Droblem-management

QUESTION 179
Which of the following are responsibilities of a Service Level Manager?
(1)Agreeing targets in Service Level Agreements
(2)Designing the service so it can meet the targets
(3)Ensuring all needed contracts and agreements are in place

A. 1 and 3 only

B. All of the above

C. 2 and 3 only

D. 1 and 2 only

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 180
Which of the following are valid parts of the service portfolio?
1.Service pipeline
2.Service knowledge management system (SKMS)
3.Service catalogue

A. 1 and 2 only

B. 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 181
The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

A. An SLA is legally binding, an OLA is a best efforts agreement

B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service

C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets

D. An SLA is with an external customer, an OLA is with an internal customer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 182
What service could include a differentiation as an "excitement factor"?

A. A core service

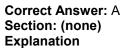B. An enabling service

C. A packaged service

D. An enhancing service

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 183
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:

QUESTION 184
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages

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

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

D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 185
Which of these would fall outside the scope of a typical service change management process?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 186
What should a release policy include?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 187
The configuration management system is part of which system?

A. The availability management information system
B. The capacity management information system

C. The information security management system

D. The service knowledge management system

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 188
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 189
Which process would maintain policies, standards and models for service transition activities and processes?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 190
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:

QUESTION 191
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:
Referen ces: http://wiki.en..it-prpcessmaps. com/index. php/Service_Level_Management

QUESTION 192
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:

QUESTION 193
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:

QUESTION 194
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 195
Which of the following is NOT an aim of the Change Management process?

A. Overall business risk is optimized
B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
C. All budgets and expenditures are accounted for
D. All changes to Service Assets and Configuration Items (Cis) are recorded in the Configuration Management system

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 196
What is the primary focus of the business management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
References:

QUESTION 197
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