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Number: ITILFND
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ITILFND

ITIL Foundation (syllabus 2011)

Exam A

QUESTION 1

Which of the following are the MAIN objectives of incident management?

1. To automatically detect service-affecting events

- 2. To restore normal service operation as quickly as possible
- 3. To minimize adverse impacts on business operations

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

What is the name of the group that should review changes that must be implemented faster than the normal change process?



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- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

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:

Explanation:

QUESTION 4

Which of the following types of service should be included in the scope of service portfolio management?

- 1. Those planned to be delivered
- 2. Those being delivered
- 3. Those that have been withdrawn from service

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

The BEST description of an incident is:

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

- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

Which one of the following is the CORRECT set of steps for the continual service improvement approach?

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?
- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

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:

Explanation:

QUESTION 8

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

Section: (none)

Explanation

Explanation/Reference:

Explanation:



QUESTION 9

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

Which of the following BEST describes the purpose of access management?



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- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:



QUESTION 11

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 12

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 13

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 14

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 15

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 16

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 17

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 18

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 19

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 20

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 21

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 22

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 23

Consider the following list:

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



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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 24

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 25

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 26

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 27

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 28

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 29

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:

Explanation:

QUESTION 30

What are the categories of event described in the ITIL service operation book?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

A process owner is responsible for which of the following?

1. Defining the process strategy
2. Assisting with process design
3. Improving the process
4. Performing all activities involved in a process

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

Correct Answer: C

Section: (none)

Explanation

**Explanation/Reference:**

Explanation:

QUESTION 32

Which one of the following is concerned with policy and direction?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

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

1. The services
 2. The architectures
 3. The configuration items
 4. The processes
-
- A. 1, 2 and 3 only
 - B. 1, 3 and 4 only
 - C. 2, 3 and 4 only
 - D. All of the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

Which of the following is the best definition of IT service management?

- A. An internal service provider that is embedded within a business unit
- B. A complete set of all the documentation required to deliver world class services to customers
- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

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:

Explanation:

QUESTION 36

What are underpinning contracts used to document?

- A. The provision of IT services or business services by a service provider
- B. The provision of goods and services by third party suppliers
- C. Service levels that have been agreed between the internal service provider and their customer
- D. Metrics and critical success factors (CSFs) for internal support teams

Correct Answer: B

Section: (none)

Explanation



Explanation/Reference:

Explanation:

QUESTION 37

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

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 39

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 40

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 41

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 42

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 43

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 44

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 45

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service

D. Infrastructure availability

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

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:

Explanation:



QUESTION 47

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:

Explanation:

QUESTION 48

Which of the following activities are performed by a service 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 49**

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
B. Identify activities to improve the efficiency of service management processes
C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
D. Conduct activities to deliver and manage services at agreed levels to business users

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 50

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 51

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?



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- A. Return on investment (ROI), value on investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical success factors (CSFs), key performance indicators (KPIs), activities
- D. Technology, process and service

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 52

Which of the following are classed as stakeholders in service management?

1. Customers
 2. Users
 3. Suppliers
-
- 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 53

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:

Explanation:

QUESTION 54

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

- A. Request fulfilment
- B. Service portfolio management
- C. Service desk
- D. IT finance

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 55

Which of the following is the best definition of service management?

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:



QUESTION 56

Which of the following CANNOT be provided by a tool?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 57

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 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

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 64

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 65

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References:

QUESTION 66

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 67

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 68

Which one of the following do major incidents require?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:



QUESTION 69

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 70

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 71

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

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 72

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 73

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:



QUESTION 74

Which of the following are managed by facilities management?

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 75

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

A. Service design



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B. Service transition C. Continual service improvement

D. Service operation



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 76

Which areas of service management can benefit from automation?

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

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 77

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:



QUESTION 78

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 79

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 80

Which one of the following statements is CORRECT?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 81

Implementation of ITIL 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 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 88

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 89

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 90

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 91

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 92

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 93

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 94

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 95

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 96

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 97

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

- A. Process practitioner
 - B. Process manager
 - C. Service manager
 - D. Change manager
- Correct Answer:** B **Section:** (none) **Explanation**

Explanation/Reference:
Explanation:

QUESTION 98

Which of the following statements is CORRECT for every process?

- 1. It delivers its primary results to a customer or stakeholder
 - 2. It defines activities that are executed by a single function
- A. Both of the above
 - B. 1 only
 - C. Neither of the above
 - D. 2 only

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 99

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

1. Check the incident categorization and correct it if necessary
 2. Check that the user is satisfied with the outcome
-
- A. 1 only
 - B. Both of the above
 - C. 2 only
 - D. Neither of the above

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

**QUESTION 100**

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 101

Which process would you MOST expect to be involved in the management of underpinning contracts?

- A. Change management
- B. Service catalogue management
- C. Supplier management
- D. Release and deployment management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 102

Which of the following are valid parts of the service portfolio?

- 1. Service pipeline
 - 2. Service knowledge management system (SKMS)
 - 3. Service catalogue
- A. 1 and 2 only
B. 3 only
C. 1 and 3 only
D. All of the above



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 103

A Service design package (SDP) would normally be produced for which of the following?

- 1. A new IT service
- 2. A major change to an IT service
- 3. An emergency change to an IT service
- 4. An IT service retirement

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 104

Which of the following are benefits to the business of implementing service transition?

- 1. Better reuse and sharing of assets across projects and resources
- 2. Reduced cost to design new services
- 3. Result in higher volume of successful changes

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



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 105

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:

Explanation:

QUESTION 106

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 107

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the service desk can be logged
- C. All incidents must be fully logged



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D. The service desk decide which incidents to log

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 108

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 109

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 110

What are the categories of events described in the ITIL service operation book?

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



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 111

Which of the following is the BEST description of a centralized service desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 112

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 113

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 114

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 2 only
- C. 2 and 3 only
- D. 1 and 3 only

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 115

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

- 1. Core
- 2. Enabling
- 3. Special

- A. 1 and 3 only
- 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 116

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 117

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 118

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 119

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 120

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 121

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 122

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 123

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 124

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 125

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 126

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 127

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 128

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 129

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 130

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 131

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 132

Which is an objective of access management?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://books.google.com.pk/books?id=GuVgAgAAQBAJ&pg=PA147&lpg=PA147&dq=access+management+efficiently+respond+to+requests+for+granting+access+to+services&source=bl&ots=re4-bPLfZs&sig=DSxe6nTYMiYpr3k8Lxzgq05k-nE&hl=en&sa=X&ved=0ahUKEwj7vrvrzIXOAhXHMo8KHxo0BSMQ6AEIJzAD#v=onepage&q=access%20management%20efficiently%20respond%20to%20requests%20for%20granting%20access%20to%20services&f=false>

QUESTION 133

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 134

What BEST defines serviceability?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://books.google.com.pk/books?id=XioNx7Gqn0IC&pg=PA120&lpg=PA120&dq=serviceability+How+long+a+service+or+component+can+perform+its+agreed+function+without+failure&source=bl&ots=TWQMJV2sz9&sig=LD_rCuSE6B3IWZb82rW-_vv1MJE&hl=en&sa=X&ved=0ahUKEwj1gsXxzYXOAhXFRo8KHc5MAp8Q6AEIJzAC#v=onepage&q=serviceability%20How%20long%20a%20service%20or%20component%20can%20perform%20its%20agreed%20function%20without%20failure&f=false

QUESTION 135

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Many designs, plans and projects fail through a lack of preparation and management. The implementation of ITIL service management as a practice is about preparing and planning the effective and efficient use of the four Ps: the People, the Processes, the Products (services, technology and tools) and the Partners (suppliers, manufacturers and vendors).

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

QUESTION 136

What should a release policy include?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://books.google.com.pk/books?id=fZK3CwAAQBAJ&pg=PA498&lpg=PA498&dq=itil+release+policy+include+Criteria+and+authorization+to+exit+early+life+support+and+handover+to+the+service+operation+function&source=bl&ots=XdTvivl5-X&sig=h0-HkYLIOfCoGPpGTm8_QUE_oRc&hl=en&sa=X&ved=0ahUKEwjmkLezoXOAhVCrY8KHQ61B9sQ6AEIIDAB#v=onepage&q=itil%20release%20policy%20include%20Criteria%20and%20authorization%20to%20exit%20early%20life%20support%20and%20handover%20to%20the%20service%20operation%20function&f=false

QUESTION 137

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 138

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 139

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 140

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



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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 141

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 142

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 143

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 144

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 145**

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 146

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 147**

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 148

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 149

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 150

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 151

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 152

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 153

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://kohl10.wordpress.com/2011/04/06/itil-service-lifecycle-overview/>

QUESTION 154

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 155

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 156

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 157

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 158

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_\(ITSM\)](https://en.wikipedia.org/wiki/Change_management_(ITSM))

QUESTION 159

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 160

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 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: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www.greycampus.com/opencampus/itil-foundation/problem-management>

QUESTION 161

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 162

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 163

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 164

Which statement about internal customers is CORRECT?



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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:**QUESTION 165**

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

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

4. A major change to a service

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 166

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

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



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 167

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

What should the service desk open?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 168

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 169

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 170

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 171

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

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



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 172

Match the following activities with the Deming Cycle stages

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

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

C. 4 Plan, 3 Do, 1 Check, 2 Act

D. 2 Plan, 3 Do, 4 Check, 1 Act

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 173

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

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



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A. 1 only

B. 2 only

C. Both of the above

D. None of the above

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 174

What is IT Governance concerned with?

- A. Measuring and improving the efficiency and effectiveness of IT processes
- B. Ensuring that IT processes support the organization's strategies and objectives
- C. Reducing the total cost of providing services to the business
- D. Ensuring that targets documented in Service Level Agreements (SLAs) are met

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 175

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 176

Which of the following are objectives of Supplier Management?

1. Negotiating and agreeing Contracts
2. Updating the Supplier and Contract database
3. Planning for possible closure, renewal or extension of contracts
4. Managing relationships with internal suppliers

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 177

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 178

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 179

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 180

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 181

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 182

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 183

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 184

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 185

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 186

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 187

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 188

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 189

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 190

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 191

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 192

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 193

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 194

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 195

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 196

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 197

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 198

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 199

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 200

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 201

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 202

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 203

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 204

What is the objective of Access Management?



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- 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 205

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 206

"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 207

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 208

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 209

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 210

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 211

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 212

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 213

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 214

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 215

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 216

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 217

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 218

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 219

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 220

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 221

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 222

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 223

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 224

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 225

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 226

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 227

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 228

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 229

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 230

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 231

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 232

The BEST processes to automate are those that are:

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 233

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 234

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 235

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 236

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 237

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 238

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 239

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 240

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 241

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 242

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 243

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 244

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 245

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 246

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



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- 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 247

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 248

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

- (1) Ability to adapt quickly to new requirements
- (2) Reduced cost to design new services
- (3) Improved success in implementing changes

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

Correct Answer: C

Section: (none)

Explanation



Explanation/Reference:

QUESTION 249

What are the processes within Service Operation?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 250

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 251

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 252

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 253

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 254

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 255

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 256

The BEST description of the purpose of Service Operation is?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 257

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 258

Which of the following questions does Service Strategy help answer with its guidance?

- (1) How do we prioritize investments across a portfolio?
- (2) What services to offer and to whom?
- (3) What are the Patterns of Business Activity (PBA)?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 259

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
- C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- D. The entire cycle should be repeated multiple times to implement Continual Improvement

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 260

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 261

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 262

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 1st and 2nd line

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 263

The MAIN purpose of the Service Portfolio is to describe services in terms of?

- A. Business Value
- B. Functionality
- C. IT Assets
- D. Service Level Requirements

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 264

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 265

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 266

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 267

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 268

Which statements about best practice is MOST correct?

- A. Customers are a source of best practice and will advise service providers how it should be implemented
- B. Internal experience is the only source of best practice because it is developed within the service provider
- C. ITIL is a source of best practice and is validated across a wide set of environments and situations
- D. Suppliers are a source of best practice and they will improve the services delivered by a service Provider

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 269

Which statement about services is CORRECT?

- A. External services are provided to business units in the same organization
- B. Internal services are provided by suppliers to the internal IT department
- C. External services are delivered to external customers
- D. Internal services are delivered to external customers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 270

Which one of the following is a correct definition of a supplier category?

- A. Strategic-for suppliers of operational products or services
- B. Tactical-for relationships involving significant commercial activity and business interaction
- C. Operational-for suppliers providing low value and/or readily available products and services
- D. Commodity-for significant partnering relationships that involve senior managers

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 271

Which groups of people would work according to an operational level agreement?

- A. Business units
- B. All stakeholders
- C. External IT teams
- D. Internal IT teams



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 272

How is a service delivered between departments of 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 273

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 274

Which describes an interface of incident management with service level management?

- A. Incident workarounds
- B. Creating a problem record
- C. Incident response times
- D. The status of faulty Cis



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 275

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 276

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 277

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 278

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 279

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 280

Access management is responsible for implementing policies 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:



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