ITILFND

ITIL Foundation (syllabus 2011)

Exam A

QUESTION 1
Which of the following BEST describes the purpose of access management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
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 3
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 4
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 5
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 6
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 7
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 8
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 9
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 10
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 11
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 12
Which statement should NOT be part of the value proposition for Service Design?

A. Reduced total cost of ownership
B. Improved quality of service
C. Improved Service alignment with business goals
D. Better balance of technical skills to support live services

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
Which 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 14
Consider the following list:

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

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15

Hierarchic escalation is BEST described as?

A. Notifying more senior levels of management about an incident

B. Passing an incident to people with a greater level of technical skill

C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction

D. Failing to meet the incident resolution times specified in a service level agreement

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16

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

A. Technical management

B. Service desk

C. Application management

D. Facilities management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17

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

A. RACI model

B. Incident model

C. Continual service improvement (CSI) approach

D. The Deming Cycle

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
Which process will regularly anal0yse incident data to identify discernible trends?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
Which is the correct definition of a customer facing service?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20

Which one of the following is the BEST definition of the term service management?

A. A set of specialized organizational capabilities for providing value to customers in the form of services
B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
C. The management of functions within an organization to perform certain activities
D. Units of organizations with roles to perform certain activities

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
Which of the following is NOT a valid objective of problem management?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
Which one of the following is an objective of service catalogue management?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Which of the following statements BEST describes the aims of release and deployment management?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
Which one of the following can help determine the level of impact of a problem?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
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 27
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 28
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 29
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 30
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 31
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 32
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 33
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 34
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 35
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 36
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 37
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 38
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 39
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 40
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 41
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 42
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 43
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 44
Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

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

Explanation/Reference:
Explanation:

QUESTION 45
Which process would ensure that utility and warranty requirements are properly addressed in service designs?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
What would be the next step in the continual service improvement (CSI) model after?

1. What is the vision?
2. Where are we now?
3. Where do we want to be?

4. How do we get there?
5. Did we get there?
6. ?

A. What is the return on investment (ROI)?
B. How much did it cost?
C. How do we keep the momentum going?
D. What is the value on investment (VOI)?

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

QUESTION 47
Which statement about the emergency change advisory board (ECAB) is CORRECT

A. The ECAB considers every high priority request for change (RFC)
B. Amongst the duties of the ECAB is the review of completed emergency changes
C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
D. The ECAB will be chaired by the IT Director

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
Which of the following BEST describes a problem?

A. An issue reported by a user
B. The cause of two or more incidents
C. A serious incident which has a critical impact to the business
D. The cause of one or more incidents

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
Which one of the following statements about incident reporting and logging is CORRECT?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 51

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
QUESTION 52
What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
Which of the following areas would technology help to support during the service lifecycle?

1. Data mining and workflow
2. Measurement and reporting
3. Release and deployment
4. Process design

A. 2, 3 and 4 only
B. 1, 3 and 4 only

C. 1, 2 and 3 only

D. All of the above

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 54

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

A. As many as necessary to complete the activity

B. Only one - the process owner

C. Two - the process owner and the process enactor

D. Only one - the process architect

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 55

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

A. A change

B. A change model

C. A change request

D. A change advisory board

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 56
Where should the following information be stored?

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

A. The forward schedule of change
B. The service portfolio
C. A configuration management database (CMDB)
D. The service knowledge management system (SKMS)

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 57
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 58
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 59
What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 60
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 61
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 62
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 63
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 64
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 65
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 66
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 67
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 68
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 69
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 70
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 71
Which one of the following is NOT an aim of the change management process?

A. To ensure the impact of changes are understood
B. To ensure that changes are recorded and evaluated
C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 72
What are customers of IT services who work in the same organization as the service provider known as?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 73
Access management is closely related to which other process?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 74
In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 75
Which of the following is the BEST reason for categorizing incidents?

A. To establish trends for use in problem management and other IT service management (ITSM) activities
B. To ensure service levels are met and breaches of agreements are avoided
C. To enable the incident management database to be partitioned for greater efficiency
D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 76
A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so
B. No: the Known Error should be created before the problem is logged
C. No: a known error record is created when the original incident is raised
D. No: a known error record should be created with the next release of the service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 77
Which of the following provide value to the business from service strategy?

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

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 78
Which of the following would be examined by a major problem review?

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 79
Which one of the following is the BEST description of a relationship in service asset and configuration management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 80
Which of the following are sources of best practice?

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

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
QUESTION 81
Which of these should a change model include?

1. The steps that should be taken to handle the change
2. Responsibilities; who should do what, including escalation
3. Timescales and thresholds for completion of the actions
4. Complaints procedures

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 82
Which one of the following is NOT an objective of problem management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 83
Which of the following statements about service asset and configuration management is/are CORRECT?

1. A configuration item (CI) can exits as part of any numbers other CIs at the same time
2. Choosing which CIs to record will depend on the level of control an organization wishes to exert.

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 84
Which of the following are types of service defined in ITIL?

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
References:

QUESTION 85
In which of the following should details of a workaround be documented?

A. In a service level agreement (SLA)
B. In a problem record
C. In the availability management information system
D. In the IT service plan

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 86
Which one of the following is NOT a characteristic of a process?

A. It is measureable
B. It delivers specific results
C. It responds to specific events

D. It structure an organization

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 87
Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
QUESTION 88
Which of the following BEST describes technical management?

A. A function responsibilities for facilities management and building control systems
B. A function that provides hardware repair services for technology involved in the delivery of service to customers
C. Senior managers responsibilities for all staff within the technical support function
D. A function that includes providing technical expertise and overall management of the IT infrastructure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 89
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 90
Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 91
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 92
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 93
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 94
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 95
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 96
Implementation of IT1L service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

A. People, process, partners, performance
B. Performance, process, products, problems

C. People, process, products, partners

D. People, products, perspective, partners

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 97
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 98
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 99
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 100
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 101

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 102
Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 103
Which one of the following is the BEST description of a major incident?

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

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 104
Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 105
Which one of the following would NOT involve event management?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 106

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 107

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

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 108

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

A. Service level management
B. Change management
C. Incident management
D. Service asset and configuration management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 109
Which one of the following activities is NOT part of the Deming Cycle?

A. Act
B. Plan
C. Do
D. Co-ordinate

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 110
Which one of the following is the BEST description of a service level agreement (SLA)?

A. The part of a contract that specifies the responsibilities of each party
B. An agreement between the service provider and an internal organization
C. An agreement between a service provider and an external supplier

D. An agreement between the service provider and their customer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 111
Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 112
In which of the following areas would ITIL complementary guidance provide assistance?

1. Adapting best practice for specific industry sectors
2. Integrating ITIL with other operating models
A. Both of the above
B. Neither of the above
C. Option 1 only
D. Option 2 only

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 113
Which one of the following is the BEST description of a service-based service level agreement (SLA)?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 114
Which one of the following activities would be performed by access management?

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

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

QUESTION 115
Which of the following activities are performed by a desk?

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 116
Who is responsible for defining metrics for change management?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 117
Which of the following are within the scope of service asset and configuration management?

1. Identification of configuration items (CIs)
2. Recording relationships between CIs
3. Recording and control of virtual CIs

4. Approving finance for the purchase of software to support service asset and configuration management

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 118
Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 119
Which stage of the continual service improvement (CSI) approach is BEST described by the phrase 'Understand and agree on the priorities for improvement based

on a deeper development of the principles defined in the vision'? A. Where are we now?

B. Where do we want to be?
C. How do we get there?
D. Did we get there?

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 120
Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 121
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 122
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 123
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 124
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 125
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 126
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 127
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 128
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 129
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 130
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 131
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 132
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 133
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 134
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 135
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 136
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 137
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 138
Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

A. Availability management

B. Capacity management

C. Business relationship management

D. Service catalogue management

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

QUESTION 139

The definitive media library is the responsibility of:

A. Facilities management
B. Access management
C. Request fulfillment
D. Service asset and configuration management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 140
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 141
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 142
Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

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

A. All of the above

B. 1 and 2only

C. 2 and 3 only

D. 1 and 3 only

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 143
Which of the following are types of service defined in ITIL?

1. Core
2. Enabling
3. Special

A. 1 and 3only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 144
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 145
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 146

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 147

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 148
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 149
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 150
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 151
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 152
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 153
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 154
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 155
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 156
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 157
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 158
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 159
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 160
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 161
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 162
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_rCuSE6B3lWZb82rW_vv1MJE&hl=en&sa=X&ved=0ahUKEwj1gsXxzYXOAhXFRo8 KHc5MAp8Q6AEIJzAC#v=onepage&q=serviceability%20How%20long%20a%20service%20or% 20component%20can%20perform%20its%20agreed%20function%20without%20failure&f=false*

QUESTION 163
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 164
What should a release policy include?

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

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Reference: *https://books.google.com.pk/books?id=fZK3CwAAQBAJ&pg=PA498&lpg=PA498&dq=itil+release+policy+include+Criteria+and+authorization+to+exit +early+life+support+and+handover+to+the+service+operation+function&source=bl&ots=XdTvivI5-X&sig=h0- HkYLIOfCoGPpGTm8_QUE_oRc&hl=en&sa=X&ved=0ahUKEwjmkeLezoXOAhVCrY8KHQ61B9sQ6AEIIDAB#v=onepage&q=itil%20release%20policy%20include %20Criteria%20and%20authorization%20to%20exit%20early%20life%20support%20and%20handover%20to%20the%20service%20operation%20function&f=fals e* **QUESTION 165**
Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 166
What BEST describes an important principle of communication in service operation?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 167
What is an objective of event management?

A. To maintain user satisfaction with the quality of IT services
B. To detect changes of state that have significance for management of an IT service
C. To provide a channel for users to receive standard services that they are expecting
D. To minimize the impact of incidents due to service failures that cannot be prevented

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 168
Where are the details of core and enhancing services provided?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 169
Which is used to assess business demand for services?

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

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 170
What BEST describes the value of service operation to the business?
A. It supports the creation of a portfolio of quantified services
B. It ensures IT services are continuously aligned to business requirements
C. It defines the control of service assets and configurations
D. It reduces the duration and frequency of service outages

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 171
Which process analyses services that are no longer viable and when they should be retired?

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

Correct Answer: B
Section: (none)
Explanation

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

QUESTION 172
What BEST defines roles and responsibilities in relation to process and activities?

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

Correct Answer: D
Section: (none)
Explanation

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

QUESTION 173
Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

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

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 174
Which three types of metric support Continual Service Improvement (CSI) activities?

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

Correct Answer: C

Section: (none)
Explanation

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

QUESTION 175
Which of the following are CORRECT Service Design Aspects?

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

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

Correct Answer: D
Section: (none)
Explanation

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

QUESTION 176
Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

A. Service transition
B. Service level management
C. Service operation
D. Service design

Correct Answer: A
Section: (none)
Explanation

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

QUESTION 177
What is the BEST definition of a definitive media library?

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

Correct Answer: C
Section: (none)
Explanation

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

QUESTION 178
Which is an objective of the design coordination process?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: *https://books.google.com.pk/books?id=fZK3CwAAQBAJ&pg=PA419&lpg=PA419&dq=design+coordination+process+ensure+service+design+packages +are+handed+over+to+service+transition&source=bl&ots=XdTvivK1W2&sig=9buDegcfJu8hovnHDEmlWd8meU&hl=en&sa=X&ved=0ahUKEwiB8MHF1IXOAhWIQ 48KHc-kAJgQ6AEIJjAB#v=onepage&q=design%20coordination%20process% 20ensure%20service%20design%20packages%20are%20handed%20over%20to%20service%20transition&f=false*

QUESTION 179
What BEST defines IT service management?

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

Correct Answer: C
Section: (none)
Explanation

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

QUESTION 180
Which role is responsible for sponsoring, designing and change managing a process and its metrics?

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

Correct Answer: B
Section: (none)
Explanation

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

QUESTION 181
What are the two MAJOR activities in problem management?

A. Technical and service
B. Resource and proactive
C. Reactive and technical
D. Proactive and reactive

Correct Answer: D
Section: (none)
Explanation
Explanation/Reference:
Reference: *http://advisera.com/20000academy/knowledgebase/itil-reactive-proactive-problem-management-two-sides-coin/*

QUESTION 182
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 183
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 184
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

QUESTION 185
Which capacity management sub-process focuses on the management, control and prediction of the end-to-end performance?

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

Correct Answer: C
Section: (none)
Explanation

QUESTION 186
Which is NOT an example of a pattern of business activity (PBA)?

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

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

QUESTION 187
Access management is responsible for executing the policies that are defined in which process?

A. Service portfolio management
B. Information security management
C. Change management
D. Problem management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 188
Which term describes if a service is fit for use?

A. Serviceability
B. Utility
C. Warranty
D. Availability

Correct Answer: C
Section: (none)
Explanation

QUESTION 189

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

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

Correct Answer: C
Section: (none)
Explanation

QUESTION 190

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

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 191

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

A. Budgeting, costing and charging
B. Budgeting, accounting and charging

C. Cost models and invoicing

D. Charging, accounting and billing

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 192
Which process analyzes services that are no longer viable and determines when they should be retired?

A. Change management

B. Service portfolio management

C. Service level management

D. Business relationship management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 193
Which statement about Business Cases is TRUE?

A. Business cases should focus on both the financial and non-financial impacts of the proposed project or service

B. Business cases should only focus on the financial impacts of the proposed project to secure support and funding

C. Business cases should only focus on the non-financial business impacts of the proposed project to secure proper high-level management support

D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 194
Which statement BEST describes the stakeholders in service management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 195
Which statement BEST describes the purpose of release and deployment management?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 196
The value created by a service is defined in terms of business outcomes, customer preferences, and which other element?

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

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 197
Which is NOT within the scope of service transition?
A. Managing major changes or new services into the operational environment.
B. Defining how the service provider will meet the customer's required business outcomes.
C. Ensuring that emergency changes are assessed for impact before implementation.
D. Creating a logical model between the individual components and the overall service.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 198
What are the two MAIN types of activity in problem management?

A. Technical and service
B. Resource and proactive
C. Reactive and technical
D. Proactive and reactive

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 199
Which service transition process provides guidance about converting data into information?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 200
Which of the following form part of the five major aspects of service design?

1. Service solutions for new or changed services
2. Management policies and guidelines
3. Business and governance requirements
4. Technology architectures and management architectures

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 201
Which is NOT an objective of the change management process?

A. To ensure that all changes to configuration items are recorded in the configuration management system

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
QUESTION 202
What is NOT within the scope of service catalogue management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 203
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 204

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

1. A standard change
2. A minor change to a service3. 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 205

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 206

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 207
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 208
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 209
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 210
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 211
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 212
Which of the following statements about communication within Service Operation are CORRECT?

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 213
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 214
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 215
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 216
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 217
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 218
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 219
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 220
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 221
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 222
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 223
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 224
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 225
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 226
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 227
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 228

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 229
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 230
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 231
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 232
Which of the following is one of the primary objectives of Service Strategy?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 233
Access Management is closely related to which other processes?

A. Availability Management only
B. Information Security Management and 3rd line support
C. Information Security Management and Availability Management
D. Information Security Management only

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 234
Which of the following does the Availability Management process include?

(1) Ensuring services are able to meet availability targets
(2) Monitoring and reporting actual availability
(3) Improvement activities, to ensure that services continue to meet or exceed their availability goals

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 235
In which of the following situations should a Problem Record be created?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 236
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 237
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 238

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 239
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 240
What is the objective of Access Management?

A. To provide security staff for Data Centers and other buildings
B. To manage access to computer rooms and other secure locations
C. To manage access to the Service Desk
D. To manage the right to use a service or group of services

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 241
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 242
"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 243
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 244
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 TransitionC. Service Design
D. Service Operation

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 245
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 246
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 247
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 248
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 249
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 250
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 251
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 252
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 253
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 254
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 255
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 256
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 257
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 258
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 259
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 260
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 261
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 262
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 263
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 264
What are Request Models used for?

A. Capacity Management

B. Modeling arrival rates and performance characteristics of service requests

C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote

D. Identifying frequently received user requests and defining how they should be handled

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 265
A single Release unit, or a structured set of Release units can be defined within:

A. The RACI Model
B. A Release Package
C. A Request Model
D. The Plan, Do, Check, Act (PDCA) cycle

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 266
Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

A. The Service Level Manager
B. The IT Service Continuity Manager
C. The Service Catalogue Manager
D. The Supplier Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 267
Which of the following should NOT be a concern of Risk Management?

A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
B. To ensure that the workplace is a safe environment for its employees and customers
C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
D. To ensure only the change requests with mitigated risks are approved for implementation

Correct Answer: D

QUESTION 268
Which of the following is the CORRECT definition of a Release Unit?

A. A measurement of cost
B. A function described within Service Transition
C. The team of people responsible for implementing a release
D. The portion of a service or IT infrastructure that is normally released together

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 269
Which process lists "Understanding patterns of business activity" as a major role?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 270
Which of the following statements is CORRECT?

A. Process owners are more important to service management than service owners
B. Service owners are more important to service management than process owners
C. Service owners are as important to service management as process owners
D. Process owners and service owners are not required within the same organization

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 271
The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

A. The utility of a service
B. The warranty of a service
C. The economic value of a service
D. Return on investment

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 272
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 273
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 274
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 275
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 276
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 277
Which of the following are included within Release and Deployment Models?

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

A. 1, 2 and 3 only.

B. 2, 3 and 4 only.

C. All of the above

D. 1 and 4 only.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 278

Which of the following are objectives of Service Design?

(1) Design Services to satisfy business objectives.

(2) Identify and manage risk.

(3) Design effective and efficient processes

(4) Design a secure and resilient IT infrastructure.

A. 1 Only

B. 2 and 3 only.

C. 1, 2 and 4 only.

D. All of the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 279

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 280

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 281
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 282
Which process or function is responsible for the Definitive Media Library and Definitive Spares?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 283
Which is the CORRECT description of an outcome?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 284
A configuration model can be used to help

(1) Assess the impact and cause of incidents and problems
(2) Assess the impact of proposed changes
(3) Plan and design new or changed services
(4) Plan technology refresh and software upgrades
A. 1, 2 and 3 only B.
All of the above
C. 1, 2 and 4 only
D. 3 and 4 only

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 285
Which of the following is NOT defined as part of every process?

A. Roles
B. Inputs and outputs
C. Functions
D. Metrics

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 286
Customer perceptions and business outcomes help lo define what?

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

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

QUESTION 287
Which of the following questions does the guidance in service strategy help to answer?

(1) What services should we offer and to whom?
(2) How do we differentiate ourselves from competing alternatives?
(3) How do we create value for our customers?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 288
Which of the following would commonly be in a contract underpinning an IT service?

(1) Marketing information
(2) Contract description and scope
(3) Responsibilities and dependencies

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
QUESTION 289
Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 290
When tan a known error record tie raised?

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

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

D. Both of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 291
Which of the following is the BEST definition of an event?

A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
C. The unknown cause of one or more incidents that have an impact on an IT service
D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 292
Which of the following statements about incident reporting and logging is CORRECT?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 293
Which of the following is an example of self-help capabilities?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
QUESTION 294
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 295
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 296
Effective release and deployment management enables the service provider to add value to the business by?
A. Ensuring that all assets are accounted for
B. Ensures that the fastest servers are purchased
C. Delivering change, faster and at optimum cost and minimized risk
D. Verifying the accuracy of all items in the configuration management database

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 297
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 298
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 OperationD. Service Transition

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 299
Which of the following combinations covers all the roles in Service Asset and Configuration Management?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 300
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 301
Which of the following statements is CORRECT?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 302
Application Management plays a role in all applications. One of the key decisions to which they contribute is?

A. Whether to buy an application or build it
B. Should application development be outsourced
C. Who the vendor of the storage devices will be
D. Where the vendor of an application is located

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 303
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 304
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 305
Which of the following statements is CORRECT?

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
QUESTION 306
How does Problem Management work with Change Management?

A. By installing changes to fix problems
B. By negotiating with Incident Management for changes in IT for Problem resolution
C. By issuing RFCs for permanent solutions
D. By working with users to change their IT configurations

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 307
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 308

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 309

Which describes a proactive trigger for problem management?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 310

What should the IT service continuity process primarily support?

A. Critical IT processes
B. All the services in the service portfolio
C. Business continuity strategy

D. Mission critical services at peak business periods

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference: