Exam Questions ITIL

ITIL Foundation v.3

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NEW QUESTION 1
Which process or function is responsible for monitoring activities and events in the IT infrastructure?

A. Service level management
B. IT operations management
C. Capacity management
D. Incident management

Answer: B

NEW QUESTION 2
Which of the following BEST describes service strategies value to the business?

A. Allows higher volumes of successful change
B. Reduction in unplanned costs through optimized handling of service outages
C. Reduction in the duration and frequency of service outages
D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Answer: D

NEW QUESTION 3
Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management
B. Change and release and deployment management
C. Incident and event management
D. Knowledge and service level management

Answer: C

NEW QUESTION 4
Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

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

Answer: A

NEW QUESTION 5
Which of the following should be documented in an incident model?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 6
Chronological order of steps to resolve the incident

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

Answer: B

NEW QUESTION 7
Which one of the following would NOT be defined as part of every process?

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

Answer: C

NEW QUESTION 8
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services

C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A

NEW QUESTION 9
Virtual service desk

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 10
IT help desk

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 10
Which of the following is NOT an objective of service transition?

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

Answer: B

NEW QUESTION 15
Those that have been withdrawn from service

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

Answer: B

NEW QUESTION 17
After a workaround has been found

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

Answer: D

NEW QUESTION 22
What do customer perceptions and business outcomes help to define?

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

Answer: A

NEW QUESTION 24
ITIL is vendor neutral

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 29
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

Answer: B

NEW QUESTION 32
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

Answer: C

NEW QUESTION 35
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

Answer: C

NEW QUESTION 38
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

Answer: A

NEW QUESTION 39
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

Answer: A

NEW QUESTION 41
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

Answer: A

NEW QUESTION 46
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

Answer: B

NEW QUESTION 51
Which of the following is an enabler of best practice?

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

Answer: B

NEW QUESTION 54
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

Answer: C

NEW QUESTION 56
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

Answer: C

NEW QUESTION 60
Which of the following provide value to the business from service strategy?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 61
Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 63
A process owner is responsible for which of the following?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 67
Assisting with process design

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 70
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

Answer: C

NEW QUESTION 72
The architectures

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 77
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

Answer: D

NEW QUESTION 80
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

Answer: B

NEW QUESTION 82
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

Answer: B

NEW QUESTION 87
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

Answer: B

NEW QUESTION 89
What would be the next step in the continual service improvement (CSI} model after?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 91
Where do we want to be?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 96
?

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}?

Answer: C

NEW QUESTION 101
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

Answer: B

NEW QUESTION 106

The risk is usually low and well understood

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 109
Some standard changes will be triggered by the request fulfilment process

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

Answer: D

NEW QUESTION 113
With which process is problem management likely to share categorization and impact coding systems?

A. Incident management
B. Service asset and configuration management
C. Capacity management
D. IT service continuity management

Answer: A

NEW QUESTION 117
Which one of the following does service metrics measure?

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

Answer: C

NEW QUESTION 119
Providing first-line investigation and diagnosis

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 121
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

Answer: A

NEW QUESTION 124
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

Answer: D

NEW QUESTION 126
Which of the following are classed as stakeholders in service management?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 127

Users

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 130
Suppliers

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

Answer: A

NEW QUESTION 135
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

Answer: B

NEW QUESTION 140
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

Answer: D

NEW QUESTION 141
Which of the following would be examined by a major problem review?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 142
How to prevent recurrence

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 146
Industry practices

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

Answer: A

NEW QUESTION 151
The steps that should be taken to handle the change

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 156
Responsibilities; who should do what, including escalation

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 160
Which of the following statements about service asset and configuration management is/are CORRECT?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 162
Which of the following are types of service defined in ITIL?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 167
Core

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 171
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

Answer: D

NEW QUESTION 173
Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

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

Answer: B

NEW QUESTION 176
What is the BEST description of the purpose of the service operation stage of the service lifecycle?

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

Answer: D

NEW QUESTION 180
Which one of the following statements BEST describes a definitive media library (DML}?

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

Answer: B

NEW QUESTION 182
Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs}
B. Third-party contracts

C. The service portfolio
D. Operational level agreements (OLAs}

Answer: B

NEW QUESTION 183
Which of the following are managed by facilities management?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 185
Hardware within a data centre or computer room

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 186
Reporting

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 188
Pattern recognition and analysis

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 193
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

Answer: A

NEW QUESTION 194
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

Answer: D

NEW QUESTION 195
Monitoring system availability

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 200
Which one of the following activities is NOT part of the Deming Cycle?

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

Answer: D

NEW QUESTION 205
Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 208
Integrating ITIL with other operating models

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

Answer: A

NEW QUESTION 210
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

Answer: D

NEW QUESTION 215
Logging details of incidents and service requests

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 220
Identification of configuration items (CIs}

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 223
Recording relationships between CIs

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 224
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

Answer: C

NEW QUESTION 225
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

Answer: A

NEW QUESTION 226

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

Answer: A

NEW QUESTION 231
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

Answer: A

NEW QUESTION 233
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

Answer: B

NEW QUESTION 236
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

Answer: B

NEW QUESTION 237
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

Answer: B

NEW QUESTION 242
Service pipeline

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 244
Service knowledge management system (SKMS}

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 248
A Service design package (SDP} would normally be produced for which of the following?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 249

Request fulfillment

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 252
Which statement BEST represents the guidance on incident logging?

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

Answer: C

NEW QUESTION 257
Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

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

Answer: A

NEW QUESTION 260
Which of the following would NOT be contained in a release policy?

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

Answer: D

NEW QUESTION 264
Which reason describes why ITIL is so successful?

A. The five ITIL volumes are concise
B. It is not tied to any particular vendor platform
C. It tells service providers exactly how to be successful
D. It is designed to be used to manage projects

Answer: B

NEW QUESTION 265
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

Answer: C

NEW QUESTION 268
Details of failed changes

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 269
Updates to the change schedule

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 270

Incident model

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 274
Communication between data centre shifts

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 278
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

Answer: A

NEW QUESTION 279
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

Answer: B

NEW QUESTION 284
Which of the following statements is INCORRECT?

A. The Service Knowledge Management System (SKMS} includes Configuration Management Databases (CMDB}
B. The SKMS is part of the Configuration Management System (CMS}
C. The SKMS can include data on the performance of the organization
D. The SKMS can include user skill levels

Answer: B

NEW QUESTION 289
Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

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

Answer: C

NEW QUESTION 292
A plan for managing the end of a supplier contract should be created when?

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

Answer: A

NEW QUESTION 295
Which of the following sentences BEST describes a Standard Change?

A. A change to the service provider's established policies and guidelines
B. A pre-authorized change that has an accepted and established procedure
C. A change that is made as the result of an audit
D. A change that correctly follows the required change process

Answer: B

NEW QUESTION 298
Which of the following models would be MOST useful in helping to define an organizational structure?

A. RACI model
B. Service Model
C. Continual Service improvement (CSI} model.
D. The Deming Cycle

Answer: A

NEW QUESTION 302
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

Answer: B

NEW QUESTION 307
Local Service Desk

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 311
Virtual Service Desk

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 312
IT Help Desk

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 316
Which of the following CANNOT be stored and managed by a tool?

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

Answer: C

NEW QUESTION 317
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

Answer: D

NEW QUESTION 321
Which of the following is the BEST definition of an Incident?

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

Answer: D

NEW QUESTION 325
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

Answer: C

NEW QUESTION 330
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

Answer: B

NEW QUESTION 334
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

Answer: C

NEW QUESTION 337
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

Answer: C

NEW QUESTION 340
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

Answer: A

NEW QUESTION 343
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

Answer: B

NEW QUESTION 346
Which of the following statements about processes is INCORRECT?

A. The output from a process has to conform to operational norms derived from business objectives
B. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
C. The objective of any IT process should be expressed in terms of business benefits and goals
D. A process may define policies, standards and guidelines

Answer: B

NEW QUESTION 350
A Service Level Agreement is?

A. The part of a contract that specifies responsibilities of each party
B. An agreement between the Service Provider and their customer

C. An agreement between a Service Provider and an external supplier
D. An agreement between the Service Provider and an internal organization

Answer: B

NEW QUESTION 352
One of the five major aspects of Service Design is the design of the service solutions. It includes?

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

Answer: A

NEW QUESTION 357
Which is the first step in the 7 Step Improvement Process?

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

Answer: D

NEW QUESTION 358
Which is the first step in the 7 Step Improvement Process?

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

Answer: B

NEW QUESTION 361
What is the definition of an Alert?

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

Answer: B

NEW QUESTION 366
Major Incidents require:

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

Answer: D

NEW QUESTION 367
Which of the following is concerned with fairness and transparency?

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

Answer: B

NEW QUESTION 371
Contracts relating to an outsourced Data Centre would be managed by?

A. Service Desk
B. IT Operations Control
C. Technical Management
D. Facilities Management

Answer: D

NEW QUESTION 376
How is the Service Catalogue used to add value to the service provider organization?

A. Providing a central source of information on the IT services delivered
B. Showing the business impact of a change
C. Displaying the relationships between configuration items
D. To predict the root cause of issues in the IT infrastructure

Answer: A

NEW QUESTION 378
Which Function would provide staff to monitor events in a Network Operations Centre?

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

Answer: A

NEW QUESTION 382
The difference between a Service Level Agreement (SLA} and an Operional Level Agreement (OLA} is that:

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

Answer: A

NEW QUESTION 386
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

Answer: B

NEW QUESTION 389
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

Answer: C

NEW QUESTION 394
Match the following activities with the Deming Cycle stages

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 396
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

Answer: D

NEW QUESTION 398
?

A. Cost
B. Conformance
C. Compliance
D. Capacity

Answer: C

NEW QUESTION 400
Known Error Data

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 404
Change Schedules

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 407
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

Answer: C

NEW QUESTION 411
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

Answer: B

NEW QUESTION 414
Which of the following are goals of Service Operation?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 418
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

Answer: A

NEW QUESTION 420
What does a service always deliver to customers?

A. Applications
B. Infrastructure
C. Value
D. Resources

Answer: C

NEW QUESTION 421
Which 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

Answer: A

NEW QUESTION 424
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

Answer: D

NEW QUESTION 427
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

Answer: B

NEW QUESTION 430
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

Answer: D

NEW QUESTION 431
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

Answer: C

NEW QUESTION 436
Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA} is the responsibility of which role?

A. The Service Level Manager
B. The Configuration Manager
C. The Change Manager
D. The Information Security Manager

Answer: D

NEW QUESTION 439
Which of the following provides resources to resolve operational and support issues during Release and Deployment?

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

Answer: A

NEW QUESTION 441
Service Design emphasizes the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

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

Answer: B

NEW QUESTION 446
Who owns the specific costs and risks associated with providing a service?

A. The Service Provider
B. The Service Level Manager
C. The Customer
D. The Finance department

Answer: A

NEW QUESTION 450
Which is the BEST definition of a Configuration Item (CI}?

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

Answer: C

NEW QUESTION 452
The BEST processes to automate are those that are:

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

Answer: D

NEW QUESTION 453
Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 454
Which of the following statements about processes is INCORRECT?

A. They are units of organizations designed to perform certain types of work
B. We must be able to measure them in a relevant manner
C. They deliver specific results
D. They respond to specific events

Answer: A

NEW QUESTION 455
Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

A. Categorization
B. Logging
C. Prioritization
D. Closure

Answer: A

NEW QUESTION 460
Incident Model

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 463
Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

A. Service level requests
B. Changes and Releases

C. Password resets
D. Incidents and Problems

Answer: B

NEW QUESTION 467
Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO} of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

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

Answer: A

NEW QUESTION 469
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

Answer: C

NEW QUESTION 474
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

Answer: A

NEW QUESTION 475
Which of the following is the BEST description of a Business Case?

A. A decision support and planning tool that projects the likely consequences ofa 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.

Answer: A

NEW QUESTION 478
Which of the following are benefits to the business of implementing Service Transition?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 480
Reduced cost to design new services

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 484
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

Answer: C

NEW QUESTION 486
What are the processes within Service Operation?

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

Answer: A

NEW QUESTION 490
Which of the following activities is NOT a part of the Deming Cycle?

A. Act
B. Plan
C. Do
D. Coordinate

Answer: D

NEW QUESTION 494
Which of the following activities is be performed by access management?

A. Providing physical security for staff 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

Answer: D

NEW QUESTION 499
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}

Answer: A

NEW QUESTION 500
Which core publication will you find detailed descriptions of service catalog management, information security and support management?

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

Answer: B

NEW QUESTION 502
When can a known error record tie raised?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 507
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

Answer: A

NEW QUESTION 508
Designing availability into a proposed solution

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

Answer: D

NEW QUESTION 510
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.

Answer: C

NEW QUESTION 512
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

Answer: C

NEW QUESTION 515
In service design, which term describes services, technologies and tools?

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

Answer: C

NEW QUESTION 518
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.

Answer: A

NEW QUESTION 521
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.

Answer: B

NEW QUESTION 523
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

Answer: C

NEW QUESTION 525
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.

Answer: A

NEW QUESTION 528
Which of the following correctly states the relationship between urgency, priority and impact?

A. Impact, priority and urgency are independent of each other

B. Urgency should be based on impact and priority
C. Impact should be based on urgency and priority
D. Priority should be based on impact and urgency

Answer: D

NEW QUESTION 530
Which statement about service review meetings is FALSE?

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

Answer: A

NEW QUESTION 534
Which statement is CORRECT?

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

Answer: D

NEW QUESTION 537
Which statement about services is CORRECT?

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

Answer: B

NEW QUESTION 538
Technology

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 539
Performance

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 540
Compliance

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

Answer: D

NEW QUESTION 542
Which is the BEST definition of a supplier?

A. It is a third party responsible for supplying goods or services that are required to deliver IT services
B. It is a shared services unit that is responsible for supplying goods or services that are required to deliver IT services
C. It is a third party with responsibility for supplying goods or services that is agreed through an operational level agreement
D. It is a mixture of internal and external parties that are responsible for providing goods and services to its customer group

Answer: D

NEW QUESTION 546
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

Answer: A

NEW QUESTION 548
Which is responsible for the production of the service design package (SDP}?

A. Service portfolio management
B. Service catalogue management
C. Design coordination
D. Service design

Answer: D

NEW QUESTION 550
Which stage of the service lifecycle identifies, defines and aligns the IT solution with the business requirements?

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

Answer: B

NEW QUESTION 553
Which statements about best practice is MOST correct?

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

Answer: C

NEW QUESTION 554
Which term describes if a service is fit for use?

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

Answer: C

NEW QUESTION 556
Can service operation improve efficiency in the business operation by automating common routines?

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

Answer: B

NEW QUESTION 557
Which process works with change management to ensure only authorized components are used?

A. Knowledge management
B. Service portfolio management
C. Service asset and configuration management
D. Financial management for IT services

Answer: C

NEW QUESTION 561
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

Answer: D

NEW QUESTION 565
Why is ITIL successful?

A. It always guarantees cost savings
B. Its practices are applicable to any IT organisation
C. It makes technology architecture easy to design
D. It can be fully implemented in 3O days

Answer: B

NEW QUESTION 569
What is the type of notification that should be sent when a threshold has been reached, something has changed or a failure has occurred?

A. An emergency change
B. An alert
C. An emergency event
D. A request for change

Answer: B

NEW QUESTION 571
What is the CORRECT definition of service management?

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

Answer: B

NEW QUESTION 574
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

Answer: C

NEW QUESTION 577
How should entries in the CSI register be categorized?

A. Based on priority, urgency and impact to the business and to all its stakeholders
B. Based on small, medium or, large undertakings that can be done quickly, medium term or long term
C. Based on IT service name, cost to the business and expected outcomes to the customer
D. Based on best improvement opportunities in the organization to achieve a competitive advantage

Answer: B

NEW QUESTION 578
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

Answer: B

NEW QUESTION 583
Which is an outcome of service design?

A. User training and awareness for the service is maximized
B. Services and operational quality are enhanced
C. Standard Services are provided quickly and efficiently across the business
D. Expectations setting of all stakeholders for the services improved

Answer: B

NEW QUESTION 585

What is the pre-authorized change known as?

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

Answer: C

NEW QUESTION 587
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

Answer: A

NEW QUESTION 589
ITSM concepts are often described in the context of only one of these type. Type I, type II and type III

A. Service Units
B. Business Units
C. Service Providers
D. Customers

Answer: C

NEW QUESTION 592
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