

Exin

Exam Questions ITIL

ITIL Foundation v.3



NEW QUESTION 1

Which role is responsible for carrying out the activities of a process?

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

Answer: D

NEW QUESTION 2

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

Answer: B

NEW QUESTION 3

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 4

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

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

Answer: C

NEW QUESTION 5

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

Answer: B

NEW QUESTION 6

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

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

Answer: B

NEW QUESTION 7

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 8

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 9

Those that have been withdrawn from service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 10

The BEST description of an incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Answer: B

NEW QUESTION 10

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 15

Which of the following are basic concepts used in access management?

- A. Personnel, electronic, network, emergency, identity
- B. Rights, access, identity, directory services, service/service components
- C. Physical, personnel, network, emergency, service
- D. Normal, temporary, emergency, personal, group

Answer: B

NEW QUESTION 20

What should a service always deliver to customers?

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

Answer: C

NEW QUESTION 23

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

Answer: B

NEW QUESTION 25

Which of the following are reasons why ITIL is successful?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 30

ITIL represents best practice

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

Answer: A

NEW QUESTION 32

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

Answer: C

NEW QUESTION 37

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 41

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

Answer: C

NEW QUESTION 42

Consider the following list:

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 47

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

Answer: D

NEW QUESTION 51

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

Answer: A

NEW QUESTION 53

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

Answer: D

NEW QUESTION 56

Which process will regularly analyse incident data to identify discernible trends?

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

Answer: B

NEW QUESTION 59

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 62

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)

Answer: B

NEW QUESTION 65

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 69

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

Answer: A

NEW QUESTION 72

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 73

Enabling the service provider to respond quickly and effectively to changes in the business environment

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 77

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

Answer: C

NEW QUESTION 82

A process owner is responsible for which of the following?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 86

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

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

Answer: B

NEW QUESTION 90

The configuration items

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 91

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

Answer: D

NEW QUESTION 96

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}

Answer: D

NEW QUESTION 98

Did we get there?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 101

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

Answer: D

NEW QUESTION 104

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

Answer: B

NEW QUESTION 106

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 107

Data mining and workflow

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 108

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

Answer: D

NEW QUESTION 111

The experience of staff

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 116

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 119

What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the service provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

Answer: A

NEW QUESTION 122

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

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

Answer: D

NEW QUESTION 126

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

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

Answer: B

NEW QUESTION 127

Providing first-line investigation and diagnosis

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 132

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 136

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

Answer: D

NEW QUESTION 141

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

Answer: D

NEW QUESTION 145

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

Answer: A

NEW QUESTION 150

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

Answer: A

NEW QUESTION 153

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 156

Things that were done incorrectly

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 160

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

Answer: D

NEW QUESTION 162

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

Answer: B

NEW QUESTION 164

Which of the following are sources of best practice?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 167

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 170

Enhancing

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 174

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

- A. The service level agreement (SLA)
- B. The problem record
- C. The availability management information system
- D. The IT service plan

Answer: B

NEW QUESTION 179

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

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

Answer: B

NEW QUESTION 183

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 187

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 190

Applications

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 194

Which areas of service management can benefit from automation?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 198

Design and modeling

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 202

Pattern recognition and analysis

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 206

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

Answer: B

NEW QUESTION 211

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

Answer: D

NEW QUESTION 212

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 214

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

Answer: D

NEW QUESTION 218

Monitoring system availability

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 221

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

Answer: D

NEW QUESTION 224

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

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

Answer: A

NEW QUESTION 229

Recording relationships between CIs

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 234

Recording and control of virtual CIs

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 235

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 239

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

Answer: B

NEW QUESTION 240

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

Answer: C

NEW QUESTION 243

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

Answer: B

NEW QUESTION 247

Which of the following statements is CORRECT for every process?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 249

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 254

Check the incident categorization and correct it if necessary

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 255

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 256

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 257

Service pipeline

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 261

Service catalogue

- A. 1 and 2 only

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

Answer: C

NEW QUESTION 264

An emergency change to an IT service

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 266

Better reuse and sharing of assets across projects and resources

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 267

Reduced cost to design new services

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 268

Which of the following processes are performed by the service desk?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 271

Demand management

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 276

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

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

Answer: B

NEW QUESTION 280

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 283

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

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

Answer: D

NEW QUESTION 288

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

- A. A service object
- B. An incident
- C. A change
- D. A known error

Answer: D

NEW QUESTION 290

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 291

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 294

Core

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 299

Special

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

Answer: C

NEW QUESTION 304

Performance reporting

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 305

Routine operational communication

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

Answer: D

NEW QUESTION 309

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

Answer: A

NEW QUESTION 313

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 314

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 316

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 321

Which of these statements about Service Desk staff is CORRECT?

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

Answer: C

NEW QUESTION 326

How do we prioritize investments across a portfolio?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 329

What are the Patterns of Business Activity (PBA)?

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

Answer: D

NEW QUESTION 331

Designing the service so it can meet the targets

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 335

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

Answer: B

NEW QUESTION 337

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 342

IT Help Desk

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 347

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 349

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 353

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 354

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 359

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 361

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

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

Answer: B

NEW QUESTION 365

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 368

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 370

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 372

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 373

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 375

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

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

Answer: C

NEW QUESTION 378

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

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

Answer: A

NEW QUESTION 382

All communication must have an intended purpose or resultant action

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 384

Continual Improvement

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 389

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

Answer: C

NEW QUESTION 390

Ensuring services are able to meet availability targets

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 393

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

Answer: B

NEW QUESTION 397

?

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

Answer: C

NEW QUESTION 400

Change Schedules

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 401

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 406

A consultant has made two recommendations to you in a report:

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 408

To include legal terminology in your Service Level Agreements (SLAs)

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 411

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

Answer: D

NEW QUESTION 415

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 419

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

Answer: C

NEW QUESTION 422

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

Answer: B

NEW QUESTION 424

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

Answer: C

NEW QUESTION 429

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

Answer: A

NEW QUESTION 430

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

Answer: A

NEW QUESTION 434

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

Answer: A

NEW QUESTION 438

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

Answer: B

NEW QUESTION 442

What are Request Models used for?

- A. Capacity Management
- B. Modelling 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

Answer: D

NEW QUESTION 444

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

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

Answer: A

NEW QUESTION 445

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 449

Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board
- B. A person that provides formal authorisation for a particular type of change.
- C. A role, person or a group of people that provides formal authorisation for a particular type of change.
- D. The Change Manager who provides formal authorisation for each change

Answer: C

NEW QUESTION 454

Identify the input to the Problem Management process.

- A. Request for Change
- B. Problem Resolution
- C. Incident Records
- D. New Known Errors

Answer: C

NEW QUESTION 458

Architectures

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 463

Technology

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 466

Service Management processes

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 467

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

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

Answer: C

NEW QUESTION 469

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 470

Roles

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 473

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 475

What are the processes within Service Operation?

- A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
- B. Event Management, Incident Management
- 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 476

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

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

Answer: A

NEW QUESTION 478

How do we differentiate ourselves from competing alternatives?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 483

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 486

Which of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To plan and manage the resource requirements for releases
- C. To provide quality knowledge of incident and problem management
- D. To plan and manage entries in the service catalogue.

Answer: B

NEW QUESTION 487

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

Answer: C

NEW QUESTION 489

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

Answer: A

NEW QUESTION 491

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
- C. This includes technical staff

- D. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- E. Incidents reported by technical staff must be logged as Problems because technical staff manages infrastructure devices not services

Answer: B

NEW QUESTION 496

Which of these recommendations is good practice for Service Level Management? 1) Include legal terminology in Service Level Agreements (SLAs)
2) It is NOT necessary to be able to measure all the targets in an SLA

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

Answer: D

NEW QUESTION 499

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

Answer: C

NEW QUESTION 503

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 505

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 510

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

- A. Internal Service
- B. External Service
- C. Mission Critical service
- D. Organizational service.

Answer: A

NEW QUESTION 513

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, complains or comments.
- D. To minimize the impact of incidents that cannot be prevented.

Answer: A

NEW QUESTION 515

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

Answer: A

NEW QUESTION 519

Which 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 provided 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

Answer: B

NEW QUESTION 523

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 528

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 531

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 533

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 534

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

Answer: D

NEW QUESTION 535

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

Answer: D

NEW QUESTION 537

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 539

What is the BEST description of the CSI register?

- A. It is a record of all authorised changes and their planned implementation dates
- B. It is a record of proposed improvement opportunities and the benefits that will be achieved
- C. It is a record of new services to be approved by a customer, including proposed implementation dates
- D. It is a record of completed improvements and the relevant customer satisfaction metric

Answer: B

NEW QUESTION 544

Technology

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 548

Performance

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 552

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 554

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 557

What is the BEST description of a change proposal?

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

Answer: D

NEW QUESTION 561

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

Answer: D

NEW QUESTION 562

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 563

Which of the following BEST describes a service level agreement (SLA)?

- A. A written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties
- B. A partnership developed between the IT service provider and the customer, so that a mutually beneficial agreement is reached
- C. The key service targets and responsibilities of both parties that are used to hold each party accountable when disputes arise
- D. An agreement between an IT service provider and another part of the same organization that assists with the provision of services

Answer: A

NEW QUESTION 565

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

Answer: B

NEW QUESTION 569

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

- A. In the definitive software library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

Answer: B

NEW QUESTION 572

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 574

Access management is responsible for implementing policies defined in which process?

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

Answer: B

NEW QUESTION 579

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

- A. A core service
- B. An enabling service
- C. A packaged service
- D. An enhancing service

Answer: D

NEW QUESTION 580

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

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

Answer: C

NEW QUESTION 585

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