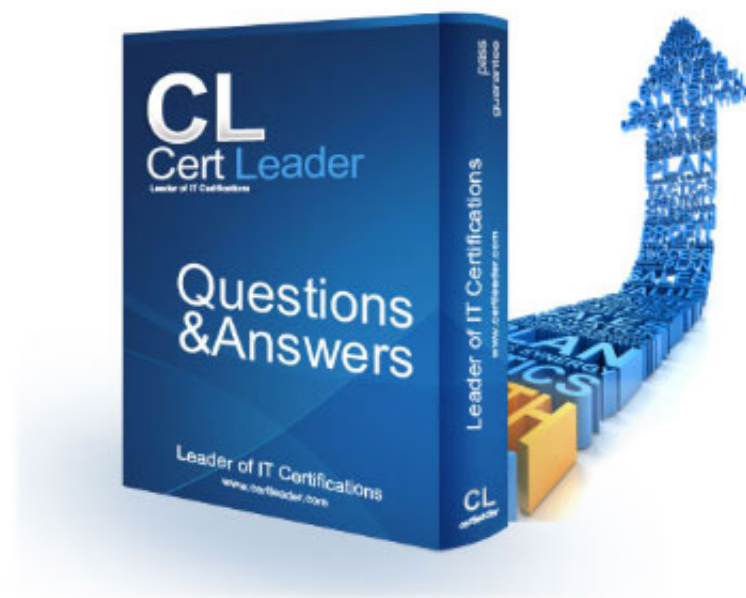


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NEW QUESTION 1

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

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Answer: A

NEW QUESTION 3

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 4

Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

Answer: A

NEW QUESTION 5

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 6

Which process is responsible for managing relationships with vendors?

- A. Change management
- B. Service portfolio management
- C. Supplier management
- D. Continual service improvement

Answer: C

NEW QUESTION 7

Which of the following service desk organizational structures are described in service operation?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 8

Follow the sun

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

- C. 1, 3 and 4 only
- D. 1, 2 and 3 only

Answer: A

NEW QUESTION 9

To minimize adverse impacts on business operations

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

Answer: B

NEW QUESTION 10

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 10

Those being delivered

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 14

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

Answer: C

NEW QUESTION 16

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

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

ITIL is vendor neutral

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 29

It does not prescribe actions

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 34

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 35

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

Answer: D

NEW QUESTION 39

Consider the following list:

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 40

Change authority

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 41

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 44

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 45

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 50

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 51

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

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

Answer: D

NEW QUESTION 52

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 57

Which of the following is an enabler of best practice?

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

Answer: B

NEW QUESTION 60

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 61

Defining the process strategy

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 65

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 67

The services

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 71

What are underpinning contracts used to document?

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

Answer: B

NEW QUESTION 72

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 76

Which of the following identify the purpose of business relationship management?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 81

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 85

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 90

What is the vision?

- 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

How do we get there?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 101

?

- 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 103

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

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

Answer: C

NEW QUESTION 108

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 111

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

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

Answer: C

NEW QUESTION 115

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 120

Where should the following information be stored?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 122

The experience of staff

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 123

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 124

Restoring service

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 127

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 128

Customers

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 133

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 138

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 143

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services
- B. It is mandatory that all changes are subject to design coordination activity
- C. Only changes to business critical systems
- D. Any change that the organization believes could benefit

Answer: D

NEW QUESTION 146

Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 149

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 151

Things that were done correctly

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 156

Academic research

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 157

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 162

Timescales and thresholds for completion of the actions

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 166

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 168

Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?

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

Answer: B

NEW QUESTION 170

Which of the following BEST describes technical management?

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

Answer: D

NEW QUESTION 173

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

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

Answer: D

NEW QUESTION 174

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 177

Which of the following are managed by facilities management?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 180

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

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

Answer: C

NEW QUESTION 183

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 187

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 189

Which one of the following statements is CORRECT?

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

Answer: C

NEW QUESTION 190

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 195

Which one of the following is the BEST definition of an event?

- A. Any change of state that has significance for the management of a configuration item (CI) or IT service
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Answer: A

NEW QUESTION 197

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 200

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

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

Answer: A

NEW QUESTION 201

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 206

Ensuring a working relationship between the customer and service provider

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 207

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 211

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 213

Identification of configuration items (CIs)

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 217

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 218

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

Answer: B

NEW QUESTION 223

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require
- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

Answer: A

NEW QUESTION 225

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 230

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

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

Answer: B

NEW QUESTION 233

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 234

Service knowledge management system (SKMS)

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 237

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 241

Reduced cost to design new services

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 243

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 248

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

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

Answer: D

NEW QUESTION 249

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 254

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 255

Which of the following statements describes the objectives of service asset and configuration management?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 260

To account for, manage and protect the integrity of service assets and configuration items

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 261

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 262

Include legal terminology in service level agreements (SLAs)

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 264

Which of the following statement about the service owner is INCORRECT?

- A. Carries out the day-to-day monitoring and operation of the service they own
- B. Contributes to continual improvement affecting the service they own
- C. Is a stakeholder in all of the IT processes which support the service they own
- D. Is accountable for a specific service within an organization

Answer: A

NEW QUESTION 268

What are the three service provider business models?

- A. Internal service provider, outsourced 3rd party and off-shore party
- B. Internal service operations provider, external service operations provider, shared service unit
- C. Internal service provider, external service provider, outsourced 3rd party
- D. Internal service provider, external service provider, shared service unit

Answer: D

NEW QUESTION 272

Enabling

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 274

Which of the following can include steps that will help to resolve an incident?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 276

Incident model

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 279

Known error record

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

Answer: C

NEW QUESTION 283

Communication between data centre shifts

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 288

Communication related to changes

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 292

Performance reporting

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 296

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

Answer: D

NEW QUESTION 299

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

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

Answer: C

NEW QUESTION 302

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 303

Which of these statements about Service Desk staff is CORRECT?

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

Answer: B

NEW QUESTION 306

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 307

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 310

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 312

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

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

Answer: C

NEW QUESTION 315

Which of the following are responsibilities of a Service Level Manager?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 317

Agreeing targets in Service Level Agreements

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 321

Ensuring all needed contracts and agreements are in place

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

Answer: A

NEW QUESTION 326

Which of the following statements is CORRECT?

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

Answer: B

NEW QUESTION 327

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

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

Answer: A

NEW QUESTION 330

What is the entry point or the first level of the V model?

- A. Customer / Business Needs
- B. Service Release
- C. Service Requirements
- D. Service Solution

Answer: A

NEW QUESTION 334

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place
- C. Ensure delivery and support of a service
- D. Ensure service Key Performance Indicators (KPIs} are reported

Answer: C

NEW QUESTION 339

Which of the following statements is CORRECT?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 341

The only phase of the Service Management Lifecycle where value can be measured is Service Operation

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 346

How does Problem Management work with Change Management?

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

Answer: C

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 351

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

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 359

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

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

Answer: B

NEW QUESTION 360

Which of the following is NOT the responsibility of Service Catalogue Management?

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that information within the Service Pipeline is accurate

Answer: D

NEW QUESTION 365

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 366

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
- B. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- C. Produce and maintain all necessary Service Transition packages
- D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Answer: C

NEW QUESTION 368

What is the definition of an Alert?

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

Answer: C

NEW QUESTION 371

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- A. Functions and Processes
- B. Markets and Customers
- C. Applications and Infrastructure
- D. People, products and technology

Answer: A

NEW QUESTION 374

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 379

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 383

All communication must have an intended purpose or resultant action

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 386

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 387

Which process will regularly analyze incident data to identify discernable trends?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Event Management

Answer: B

NEW QUESTION 389

Match the following activities with the Deming Cycle stages

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 394

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 397

Monitoring and reporting actual availability

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 398

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

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

Answer: A

NEW QUESTION 402

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 405

?

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

Answer: C

NEW QUESTION 407

Change Schedules

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 410

The output from monitoring tools

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

Answer: D

NEW QUESTION 414

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 419

It is not necessary to be able to measure all the targets in an SLA
Which of the recommendations conform to Service Level Management good practice?

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

Answer: D

NEW QUESTION 424

Which of the following are goals of Service Operation?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 428

Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

- 1} Assessing the impact and cause of Incidents and Problems
- 2} Assessing the impact of proposed Changes
- 3} Planning and designing a Change to an existing service
- 4} Planning a technology refresh or software upgrade

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

Answer: B

NEW QUESTION 431

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 432

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 435

Which of the following is NOT an objective of the Operations Management function?

- A. Swift application of skills to diagnose any IT Operations failures that occur
- B. Regular scrutiny and improvements to achieve improved service at reduced costs
- C. First line Incident investigation and diagnosis logged by users
- D. Maintenance of status quo to achieve stability of day to day processes and activities

Answer: C

NEW QUESTION 440

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 441

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 445

What type of improvement should be achieved by using the Deming Cycle?

- A. Rapid, one-off improvement
- B. Return on investment within 12 months
- C. Quick wins
- D. Steady, ongoing improvement

Answer: D

NEW QUESTION 447

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

- A. Service Level Management
- B. Change Management
- C. Incident Management
- D. Service Asset and Configuration Management

Answer: D

NEW QUESTION 452

Which of the following statements is CORRECT?

- A. IT Service Continuity Management can only take place once Business Continuity Management has been established
- B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
- C. Business Continuity Management and IT Service Continuity Management must be established at the same time
- D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Answer: B

NEW QUESTION 456

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 459

What are Request Models used for?

- 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 461

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 462

What are the two major processes in Problem Management?

- A. Technical and Service
- B. Resource and Proactive
- C. Reactive and Technical
- D. Proactive and Reactive

Answer: D

NEW QUESTION 464

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 465

Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?

- A. The ITIL Complementary Guidance
- B. The Service Support book
- C. Pocket Guides
- D. The Service Strategy book

Answer: A

NEW QUESTION 468

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 470

Which of the following are aspects of Service Design?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 474

Technology

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 477

Which of the following would be defined as part of every process?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 482

Functions

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 487

The Supplier Management process includes:

- 1: Service Design activities, to ensure that contracts will be able to support the service requirements
- 2: Service Operation activities, to monitor and report supplier achievements
- 3: Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

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

Answer: C

NEW QUESTION 492

Which of the following might be used to manage an Incident?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 494

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

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

Answer: B

NEW QUESTION 496

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 501

Which of the following is the BEST description of a Business Case?

- A. A decision support and planning tool that projects the likely consequences of a business action
- B. A portable device designed for the secure storage and transportation of important documents
- C. A complaint by the business about a missed service level.
- D. The terms and conditions in an IT outsource contract.

Answer: A

NEW QUESTION 502

Which of the following are included within Release and Deployment Models?

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

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

Answer: C

NEW QUESTION 504

How do we differentiate ourselves from competing alternatives?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 506

When can a known error record tie raised?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 508

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 509

The design of IT services requires the effective and efficient use of what?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Answer: C

NEW QUESTION 513

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Operation
- B. Capacity Management
- C. Service Design
- D. Availability Management

Answer: A

NEW QUESTION 518

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 521

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

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

Answer: C

NEW QUESTION 522

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 526

What BEST describes the value of service operation to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It ensures IT services are continuously aligned to business requirements
- C. It defines the control of service assets and configurations
- D. It reduces the duration and frequency of service outages

Answer: D

NEW QUESTION 527

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

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

Answer: D

NEW QUESTION 532

Which is an objective of the design coordination process?

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

Answer: A

NEW QUESTION 535

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

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

Answer: B

NEW QUESTION 538

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 542

Where should 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 545

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

NEW QUESTION 546

Which is the CORRECT list for the three levels of a multi-level service level agreement (SLA).?

- A. Technology, customer, user
- B. Corporate, customer, service
- C. Corporate, customer, technology
- D. Service, user, IT

Answer: B

NEW QUESTION 549

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 550

What is used to control a process?

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

Answer: C

NEW QUESTION 552

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMD
- C. and contains workarounds
- D. It is maintained by problem management and is used by the service desk to help resolve incidents
- E. It is maintained by incident management and contains solutions to be implemented by problemManagement

Answer: C

NEW QUESTION 553

When should a known error be raised?

- A. Only when the root cause is found and a workaround exists
- B. As soon as it becomes useful to do so
- C. Only when the error in the IT Service is found
- D. As soon as the major problem procedure is executed

Answer: B

NEW QUESTION 556

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 558

Which term describes if a service is fit for use?

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

Answer: C

- A. Business relationship management
- B. Service level management
- C. Availability management
- D. Change management

Answer: D

NEW QUESTION 564

What is a change of state that has significance for the management of a configuration item (CI) called?

- A. An event
- B. A baseline
- C. A change to a service level agreement
- D. A request for change (RFC).

Answer: A

NEW QUESTION 565

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 567

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

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

Answer: B

NEW QUESTION 570

How are groups, teams, departments and divisions classified?

- A. Processes
- B. Functions
- C. Roles
- D. Technicians

Answer: B

NEW QUESTION 571

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 575

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 578

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

- A. Event management

Answer: B

NEW QUESTION 580

Which process is responsible for managing all service requests from users?

- A. Change fulfilment
- B. Incident management
- C. Request fulfilment
- D. Event management

Answer: C

NEW QUESTION 581

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

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

Answer: C

NEW QUESTION 586

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

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

Answer: C

NEW QUESTION 591

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

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

Answer: D

NEW QUESTION 592

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 596

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