

ISEB

Exam Questions ITILF

ITIL Foundation



NEW QUESTION 1

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 2

What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome
- B. Incident
- C. Change
- D. Problem

Answer: A

NEW QUESTION 3

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 4

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

- 1: Local service desk
- 2: Virtual service desk
- 3: IT help desk
- 4: 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 5

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

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

Answer: C

NEW QUESTION 6

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Answer: C

NEW QUESTION 7

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming Cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Answer: A

NEW QUESTION 8

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 9

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- 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 10

Which of the following are reasons why ITIL is successful?

- 1: ITIL is vendor neutral
- 2: It does not prescribe actions
- 3: ITIL represents best practice

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

Answer: A

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 11

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 12

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 16

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 18

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 19

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

Answer: D

NEW QUESTION 20

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 21

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

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

Answer: D

NEW QUESTION 24

Which of the following BEST describes partners' in the phrase people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

Answer: A

NEW QUESTION 25

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 29

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

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

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

Answer: B

NEW QUESTION 33

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 34

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 35

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

- 1: Details of the service level agreement (SLA) pertaining to the incident
- 2: Chronological order of steps to resolve the incident

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

Answer: B

NEW QUESTION 37

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Answer: A

NEW QUESTION 40

Which is the correct definition of a customer facing service?

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

Answer: A

NEW QUESTION 43

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 47

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

Answer: C

NEW QUESTION 50

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 55

The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved
- B. Immediately after the change has failed and needs to be backed out
- C. After implementation but before the post implementation review
- D. After the post implementation review has identified a problem with the change

Answer: A

NEW QUESTION 57

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

- 1: Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
- 2: Enabling the service provider to respond quickly and effectively to changes in the business environment
- 3: Reduction in the duration and frequency of service outages

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

Answer: C

NEW QUESTION 60

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 62

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 67

Where should the following information be stored?

- 1: The experience of staff
 - 2: Records of user behaviour
 - 3: Supplier's abilities and requirements
 - 4: User skill levels
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- A. The forward schedule of change
 - B. The service portfolio
 - C. A configuration management database (CMDB)
 - D. The service knowledge management system (SKMS)

Answer: D

NEW QUESTION 72

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 73

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 76

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 81

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 85

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

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

Answer: C

NEW QUESTION 89

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 94

Which of the following is the correct definition of an outcome?

- A. The results specific to the clauses in a service level agreement (SLA)
- B. The result of carrying out an activity, following a process or delivering an IT service
- C. All the accumulated knowledge of the service provider
- D. All incidents reported to the service desk

Answer: B

NEW QUESTION 99

What is a RACI model used for?

- A. Performance analysis
- B. Recording configuration items
- C. Monitoring services
- D. Defining roles and responsibilities

Answer: D

NEW QUESTION 101

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 102

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

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

Answer: D

NEW QUESTION 103

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

Answer: B

NEW QUESTION 106

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

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

Answer: C

NEW QUESTION 110

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

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

Answer: A

NEW QUESTION 112

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 113

Which one of the following does service metrics measure?

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

Answer: C

NEW QUESTION 118

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

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

Answer: D

NEW QUESTION 123

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 128

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 130

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 133

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

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

Answer: D

NEW QUESTION 138

Which of the following is an enabler of best practice?

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

Answer: B

NEW QUESTION 141

Which of the following activities are performed by a service desk?

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

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

Answer: B

NEW QUESTION 146

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

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

Answer: C

NEW QUESTION 147

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user

D. To eliminate recurring incidents

Answer: C

NEW QUESTION 148

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

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

Answer: C

NEW QUESTION 151

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 153

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

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

Answer: A

NEW QUESTION 157

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 158

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

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

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

Answer: D

NEW QUESTION 159

What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
- B. An agreement between the service provider and an external organization
- C. A document that describes to a customer how services will be operated on a day-to-day basis
- D. A document that describes business services to operational staff

Answer: A

NEW QUESTION 162

Who is responsible for defining metrics for change management?

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

Answer: A

NEW QUESTION 165

Access management is closely related to which other process?

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

Answer: C

NEW QUESTION 169

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

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

Answer: B

NEW QUESTION 171

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

- 1: Adapting best practice for specific industry sectors
- 2: Integrating ITIL with other operating models

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

Answer: A

NEW QUESTION 175

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

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

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

Answer: A

NEW QUESTION 178

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management
- B. Service portfolio management
- C. Service desk
- D. Business relationship management

Answer: D

NEW QUESTION 182

Which of the following are sources of best practice?

- 1: Academic research
- 2: Internal experience
- 3: Industry practices

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

Answer: A

NEW QUESTION 183

What is the primary focus of the business management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management

- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: D

Explanation:

Reference: <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&ved=0CE0QFjAE&url=http%3A%2F%2Fregions.cmg.org%2Fregions%2Frmcmg%2F2010Fall%2FCMG%2520CM%2C%2520DM%2C%2520and%2520PE%2520Integration.ppt&ei=c0A-Uc7eDMeqO9ibgOAN&usg=AFQjCNFgdYh4ouidwk-Zlw-9Nk1pmXJRtw&bvm=bv.43287494,d.ZWU> (slide 3)

NEW QUESTION 185

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 190

Which areas of service management can benefit from automation?

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

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

Answer: D

NEW QUESTION 194

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

- A. It is measurable
- B. It delivers specific results
- C. It responds to specific events
- D. It structure an organization

Answer: D

NEW QUESTION 195

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

Explanation:

Reference: http://wiki.en.it-processmaps.com/index.php/ITIL_V3_Service_Design (See IT service continuity management)

NEW QUESTION 200

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

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

Answer: D

NEW QUESTION 202

Which of the following activities are performed by a desk?

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

- A. All of the above

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

Answer: B

NEW QUESTION 204

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

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

Answer: D

NEW QUESTION 207

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 209

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

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

Answer: D

NEW QUESTION 212

Which one of the following do major incidents require?

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

Answer: A

NEW QUESTION 214

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

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

Answer: D

NEW QUESTION 219

Which one of the following would NOT involve event management?

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

Answer: C

Explanation:

Reference: http://wiki.en.it-processmaps.com/index.php/Event_Management

NEW QUESTION 224

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

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents

D. Restoring normal service operation as quickly as possible

Answer: D

NEW QUESTION 228

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

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

Answer: A

NEW QUESTION 232

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 233

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

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

Answer: C

NEW QUESTION 237

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 242

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

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

Answer: D

NEW QUESTION 247

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 252

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 257

Which of the following statements is CORRECT for every process?

- 1: It delivers its primary results to a customer or stakeholder
- 2: It defines activities that are executed by a single function

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

Answer: B

NEW QUESTION 259

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

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

Answer: B

NEW QUESTION 260

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: D

NEW QUESTION 261

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 266

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 268

What is a service delivered between two business units in the same organization known as?

- A. Strategic service
- B. Delivered service
- C. Internal service
- D. External service

Answer: C

NEW QUESTION 270

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 272

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

Answer: A

NEW QUESTION 274

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 275

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

Answer: B

NEW QUESTION 276

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

- A. Only changes that introduce new services are included
- B. All changes are mandated to be included
- C. Only changes to business critical systems are included
- D. Any changes that would benefit the organization are included

Answer: D

NEW QUESTION 279

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 283

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

- 1: Core
- 2: Enabling
- 3: Special

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

Answer: C

NEW QUESTION 288

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

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

Answer: B

NEW QUESTION 291

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 294

The definitive media library is the responsibility of:

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

Answer: D

NEW QUESTION 299

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 301

From the perspective of the service provider, who is the person or group that agrees their service targets?

- A. The user
- B. The customer
- C. The supplier
- D. The administrator

Answer: B

NEW QUESTION 303

What is the act of transforming resources and capabilities into valuable service better known as?

- A. Service management
- B. Incident management
- C. Resource management
- D. Service support

Answer: A

NEW QUESTION 306

Which statement BEST represents the guidance on incident logging?

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

Answer: C

NEW QUESTION 309

Which of the following activities would be performed by a process manager?

- 1: Monitoring and reporting on process performance
- 2: Identifying improvement opportunities
- 3: Appointing people to required roles

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

Answer: A

NEW QUESTION 312

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

- 1: Capacity management
- 2: Request fulfillment
- 3: Demand management
- 4: Incident management

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

Answer: C

NEW QUESTION 314

Which types of communication would the functions within service operation use?

- 1; Communication between data centre shifts
- 2: Communication related to changes
- 3: Performance reporting
- 4: Routine operational communication

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

Answer: D

NEW QUESTION 318

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

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

Answer: C

NEW QUESTION 323

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

- 1: To identify, control, report and verify service assets and configuration items (CIs)
- 2: To account for, manage and protect the integrity of service assets and configuration items
- 3: To establish and maintain an accurate and complete configuration management system
- 4: To document all security controls together with their operation and maintenance

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

Answer: A

Explanation:

Reference: http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicetransition/service_asset/ITIL_guide%20to%20SA%20and%20CM%20management%20pdf. (see 'The purpose and objectives of service asset and configuration management; first and second bullet)

NEW QUESTION 327

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 331

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

- A. Availability management
- B. Capacity management
- C. Business relationship management
- D. Service catalogue management

Answer: C

NEW QUESTION 335

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 336

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

- 1: Check the incident categorization and correct it if necessary
- 2: Check that the user is satisfied with the outcome

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

Answer: B

NEW QUESTION 341

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 346

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

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

Answer: C

NEW QUESTION 347

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 350

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on responsiveness
- C. Vendor focused
- D. Extreme internal focus

Answer: D

NEW QUESTION 355

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 360

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 364

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

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

Answer: D

NEW QUESTION 369

In many organizations the role of Incident Manager is assigned to the Service Desk.
It is important that the Incident Manager is given the authority to:

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

Answer: D

NEW QUESTION 373

Which of the following are Service Desk organizational structures?

- 1: Local Service Desk
- 2: Virtual Service Desk
- 3: IT Help Desk
- 4: Follow the Sun

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

Answer: B

NEW QUESTION 378

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 380

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Incident Management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Access management

Answer: B

NEW QUESTION 384

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Request Fulfillment Process Manager
- B. The Request Fulfillment Process Owner
- C. The Service Manager
- D. The Service Desk Manager

Answer: B

NEW QUESTION 387

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 388

In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

- A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
- B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
- C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
- D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

Answer: D

NEW QUESTION 391

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 392

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

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

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

Answer: D

NEW QUESTION 396

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

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

Answer: B

NEW QUESTION 399

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 400

The BEST description of the purpose of Service Operation is?

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

Answer: C

NEW QUESTION 402

Which of the following is NOT an objective of problem management?

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

Answer: D

NEW QUESTION 403

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) mode
- D. The Deming Cycle

Answer: A

NEW QUESTION 406

Which of these would fall outside the scope of a typical service change management process?

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

Answer: D

NEW QUESTION 409

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of contract
- B. Development, negotiation and agreement of Organizational Level Agreements
- C. Development, negotiation and agreement of Service Level Agreement
- D. Development, negotiation and agreement of Service Portfolio

Answer: A

NEW QUESTION 412

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

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

2: 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 416

Which of the following activities are responsibilities of a Supplier Manager?

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

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

Answer: A

NEW QUESTION 421

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 426

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 428

"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 431

What is most likely to cause a loss of faith in the Service Level Management process?

- A. Measurements that match the customer's perception of the service
- B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)
- C. Inclusion of items in the SLA that cannot be effectively measured
- D. Involving customers in drafting Service Level Requirements

Answer: C

NEW QUESTION 435

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 436

Which of the following defines the level of protection in Information Security Management?

- A. The IT Executive
- B. The ISO27001 Standard
- C. The Business
- D. The Service Level Manager

Answer: C

NEW QUESTION 441

Which of the following is the goal or 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 444

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 449

Availability Management is responsible for availability of the:

- A. Services and Components
- B. Services and Business Processes
- C. Components and Business Processes
- D. Services, Components and Business Processes

Answer: A

NEW QUESTION 454

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 456

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

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

Answer: D

NEW QUESTION 459

What does a service always deliver to customers?

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

Answer: C

NEW QUESTION 461

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 462

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

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

Answer: C

NEW QUESTION 465

The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

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

Answer: B

NEW QUESTION 470

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

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

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

Answer: C

NEW QUESTION 472

What is the objective of Access Management?

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

Answer: D

NEW QUESTION 474

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

Answer: B

NEW QUESTION 476

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 477

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 479

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 484

Match the following activities with the Deming Cycle stages

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

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

Answer: C

NEW QUESTION 487

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management
- B. Facilities Management
- C. Event Management
- D. Demand Management

Answer: A

NEW QUESTION 490

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 495

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Access Management
- B. Incident Management
- C. Request Fulfillment
- D. Change Management

Answer: A

NEW QUESTION 498

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 503

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

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

Answer: C

NEW QUESTION 505

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 508

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 510

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 511

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

- 1) Roles
- 2) Activities
- 3) Functions

4) Responsibilities

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

Answer: D

NEW QUESTION 515

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

- 1) Risk assessment
- 2) Testing of resilience mechanisms
- 3) Monitoring of component availability

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

Answer: B

NEW QUESTION 518

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 520

Which of the following are objectives of Service Design?

- 1) Design Services to satisfy business objectives.
- 2) Identify and manage risk.
- 3) Design effective and efficient processes
- 4) Design a secure and resilient IT infrastructure.

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

Answer: D

NEW QUESTION 524

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 527

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 528

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

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

- A. 1 only
- B. 2 only

- C. 3onfy
- D. All of the above

Answer: D

NEW QUESTION 531

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 535

The BEST processes to automate are those that are:

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

Answer: D

NEW QUESTION 537

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 541

Customer perceptions and business outcomes help lo define what?

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

Answer: A

Explanation:

Reference: http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_managem ent_250909

NEW QUESTION 542

What is IT Governance concerned with?

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

Answer: B

NEW QUESTION 546

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

Answer: C

NEW QUESTION 550

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

- A. Service level requests
- B. Changes and Releases

- C. Password resets
- D. Incidents and Problems

Answer: B

NEW QUESTION 554

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 559

Which of the following is an example of capabilities?

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

Answer: B

Explanation:

Reference: <http://www.knowledgetransfer.net/dictionary/ITIL/en/Capability.htm>

NEW QUESTION 563

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

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

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

Answer: C

NEW QUESTION 566

Which of the following are aspects of Service Design?

- 1) Architectures
- 2) Technology
- 3) Service Management processes
- 4) Metrics

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

Answer: D

NEW QUESTION 569

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 572

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

- 1) Monitoring system availability
- 2) Designing availability into a proposed solution

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

D. 2 only

Answer: D

NEW QUESTION 576

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 581

Which of the following could BEST be described as "A decision support and planning tool that projects the likely consequences of a business action"?

- A. A Problem model
- B. A Service Improvement Plan (SIP)
- C. A Request for Change (RFC)
- D. A Business Case

Answer: D

NEW QUESTION 582

Which of the following statements about processes is INCORRECT?

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

Answer: A

NEW QUESTION 586

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

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

Answer: A

NEW QUESTION 590

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 592

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

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

Answer: A

NEW QUESTION 595

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 597

A configuration model can be used to help

- 1) Assess the impact and cause of incidents and problems
- 2) Assess the impact of proposed changes
- 3) Plan and design new or changed services
- 4) Plan technology refresh and software upgrades

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

Answer: B

NEW QUESTION 598

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

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

Answer: B

NEW QUESTION 602

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

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

Answer: A

NEW QUESTION 603

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 604

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

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

Answer: D

Explanation:

Reference: <http://itilblues.wordpress.com/2010/03/10/mush-and-room-6-the-deming-cycle/>

NEW QUESTION 608

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 609

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

- A. An item of hardware or software registered in the asset database
B. A collection of information used to describe a hardware or software item

- C. An asset, service component or other item that is, or will be, under the control of Configuration Management
- D. Information recorded by the Service Desk when an Incident is reported

Answer: C

NEW QUESTION 613

Which of the following do Technology metrics measure?

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

Answer: A

NEW QUESTION 615

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