ITILF2011 Dumps

The ITIL Foundation - 2011

https://www.certleader.com/ITILF2011-dumps.html

NEW QUESTION 1
When can a known error record be raised?
(1) At any time it would be useful to do so
(2) After a workaround has been found

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

Answer: D

NEW QUESTION 2
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 3
The BEST description of an incident is:

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

Answer: B

NEW QUESTION 4
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 5
What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

A. Configuration baseline
B. Project baseline
C. Change baseline
D. Asset baseline

Answer: A

NEW QUESTION 6
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 7
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 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
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
The consideration of value creation is a principle of which stage of the service lifecycle?

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

Answer: B

NEW QUESTION 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 12
Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

A. A service option
B. A service transition package (STP)
C. A service design package (SDP)
D. A service charter

Answer: C

NEW QUESTION 17
Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

A. Service level management
B. Service catalogue management
C. Demand management
D. Service transition

Answer: B

NEW QUESTION 18
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 22
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 23
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 26
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 27
Consider the following list:
1: Change authority
2: Change manager
3: Change advisory board (CAB)
Which one of the following is the BEST description of the items above?

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

Answer: D

NEW QUESTION 29
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 30
Which of the following is NOT an objective of service transition?

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

Answer: B

NEW QUESTION 35
Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management
B. Change management, capacity management event management, service request management
C. Service level management, service portfolio management, service asset and configuration management
D. Service asset and configuration management, release and deployment management, request fulfillment

Answer: A

NEW QUESTION 37
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 39
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 43
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 48
Availability management is directly responsible for the availability of which of the following?

A. IT services and components
B. IT services and business processes
C. Components and business processes
D. IT services, components and business processes

Answer: A

NEW QUESTION 51
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 56
The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

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

Answer: C

NEW QUESTION 57
Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

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

Answer: A

NEW QUESTION 61
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 65
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 67
Which of the following are the MAIN objectives of incident management?
1: To automatically detect service-affecting events
2: To restore normal service operation as quickly as possible
3: 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 68
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 69
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 73
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 78
Which of the following is service transition planning and support NOT responsible for?

A. Prioritizing conflicts for service transition resources
B. Coordinating the efforts required to manage multiple simultaneous transitions
C. Maintaining policies, standards and models for service transition activities and processes
D. Detailed planning of the build and test of individual changes

Answer: D

NEW QUESTION 81
Where would you expect incident resolution targets to be documented?

A. A service level agreement (SLA)
B. A request for change (RFC)
C. The service portfolio
D. A service description

Answer: A

NEW QUESTION 83
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 85
Where should the following information be stored?
1: The experience of staff
2: Records of user behaviour
3: Supplier's abilities and requirements
4: User skill levels

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

Answer: D

NEW QUESTION 86
Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

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

Answer: A

NEW QUESTION 91
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 93
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 95
Which process is responsible for providing the rights to use an IT service?

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

Answer: B

NEW QUESTION 98
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
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 103
Which process is responsible for ensuring that appropriate testing takes place?

A. Knowledge management
B. Release and deployment management
C. Service asset and configuration management
D. Service level management

Answer: B

NEW QUESTION 104
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 105
Which process is responsible for low risk, frequently occurring, low cost changes?

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

Answer: D

NEW QUESTION 109
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 110
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 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 119
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 122
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 127
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 130
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 134
What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

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

Answer: C

NEW QUESTION 139
Which of the following CANNOT be provided by a tool?

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

Answer: C

NEW QUESTION 143
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 146
Which of the following is not a service desk type recognized in the service operation volume of ITIL?

A. Local
B. Centralized

C. Outsourced
D. Virtual

Answer: C

NEW QUESTION 147
Which one of the following is an objective of service transition?

A. To negotiate service levels for new services
B. To ensure that service changes create the expected business value
C. To minimize the impact of service outages on day-to-day business activities
D. To plan and manage entries in the service catalogue

Answer: B

NEW QUESTION 149
Which of the following are types of service defined in ITIL?
1: Enabling
2: Core
3: Enhancing
4: Computer

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

Answer: D

Explanation: Reference: http://books.google.com.pk/books?id=xeDemWEIspQC&pg=PA14&lpg=PA14&dq=ITIL+typ
es+of+services+enabling+core+enhancing&source=bl&ots=BD_PYvN87y&sig=dZ6y0vHgk LbXPiHdG0fCvH_D9Eg&hl=en&sa=X&ei=qjQ-
Ue3SO4SHParWgYAH&redir_esc=y#v=onepage&q=ITIL%20types%20of%20services%20 enabling%20core%20enhancing&f=false

NEW QUESTION 152
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 154
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 156
Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs)
B. Third-party contracts
C. The service portfolio
D. Operational level agreements (OLAs)

Answer: B

NEW QUESTION 160
Which of the following are managed by facilities management?
1: Hardware within a data centre or computer room
2: Applications
3: Power and cooling equipment
4: Recovery sites

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

Answer:

C

NEW QUESTION 163
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 168
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=0CE
0QFjAE&url=http%3A%2F%2Fregions.cmg.org%2Fregions%2Frmcmg%2F2010Fall%2FC MG%2520CM%2C%2520DM%2C%2520and%2520PE%2520Integrati
on.ppt&ei=c0A-Uc7eDMeqO9ibgOAN&usg=AFQjCNFgdYh4ouidwk-Zlw-9Nk1pmXJRtw&bvm=bv.43287494,d.ZWU (slide 3)

NEW QUESTION 169
Which one of the following is the BEST description of a major incident?

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

Answer: D

NEW QUESTION 173
What are customers of IT services who work in the same organization as the service provider known as?

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

Answer: D

NEW QUESTION 176
Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

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

Answer: B

NEW QUESTION 178
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 182
Which of these should a change model include?
1: The steps that should be taken to handle the change
2: Responsibilities; who should do what, including escalation
3: Timescales and thresholds for completion of the actions
4: Complaints procedures

A. 1, 2 and 3 only

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

Answer: A

NEW QUESTION 184
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 186
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 190
Which of the following is the BEST reason for categorizing incidents?

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

Answer: A

NEW QUESTION 191
The multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

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

Answer: D

NEW QUESTION 196
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 201
What is the BEST description of the purpose of the service operation stage of the service lifecycle?

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

Answer: D

NEW QUESTION 204
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 207
Which one of the following is NOT an aim of the change management process?

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

Answer: D

NEW QUESTION 209
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 210
Which one of the following generates demand for services?

A. Infrastructure trends
B. Patterns of business activity (PBA)
C. Cost of providing support
D. Service level agreements (SLA)

Answer: B

NEW QUESTION 215
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 216
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 219
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 223
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 226
Which of the following availability management activities is/are considered to be proactive as opposed to reactive?
1: Monitoring system availability
2: Designing availability into a proposed solution

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

Answer: D

NEW QUESTION 229
Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

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

Answer: D

NEW QUESTION 231
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 233
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 236
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 237
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 239
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 243
Which of the following are benefits to the business of implementing service transition?
1: Better reuse and sharing of assets across projects and resources
2: Reduced cost to design new services
3: Result in higher volume of successful 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 245
Which of the following are within the scope of service asset and configuration management?
1: Identification of configuration items (CIs)
2: Recording relationships between CIs
3: Recording and control of virtual CIs
4: Approving finance for the purchase of software to support service asset and configuration management

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

Answer: A

NEW QUESTION 249
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 252
Which of the following is the BEST description of a service-based service level agreement (SLA)?

A. The SLA covers one service, for all the customers of that service
B. The SLA covers an individual customer group for all services they use
C. An SLA that covers all customers for all services
D. An SLA for a service with no customers

Answer: A

NEW QUESTION 253
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 255
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 260
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 263
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 264
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 268
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 269
Which stage of the change management process deals with what should be done if the change is unsuccessful?

A. Remediation planning
B. Categorization
C. Prioritization
D. Review and close

Answer: A

NEW QUESTION 274
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 275
Which of these recommendations is best 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. 2only
C. Both of the above
D. Neither of the above

Answer: D

NEW QUESTION 276
Which of the following statements is INCORRECT?

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

Answer: A

NEW QUESTION 281
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 284
Which of the following items would commonly be on the agenda for a change advisory board (CAB)?
1: Details of failed changes
2: Updates to the change schedule
3: Reviews of completed changes

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

Answer: A

NEW QUESTION 289
Which process would maintain policies, standards and models for service transition activities and processes?

A. Change management
B. Capacity management
C. Service transition planning and support
D. Release management

Answer: C

NEW QUESTION 294
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 299
Which statement about the service portfolio is TRUE?

A. The service portfolio includes ail services except those managed by third parties
B. It is an integral part of the service catalogue
C. It allows the organization unlimited resources when planning for new service deployments
D. It represents all resources presently engaged or being released in various stages of the service lifecycle

Answer: D

Explanation: Reference:.http://docs.livetime.com/LiveTime61/ServiceManager/service_portfolio_management.htm.(Second para)

NEW QUESTION 303
Which of the following can include steps that will help to resolve an incident?
1: Incident model
2: Known error record

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

Answer: C

NEW QUESTION 306
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 309

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 314
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 319
Which of the following CANNOT be stored and managed by a tool?

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

Answer: C

NEW QUESTION 323
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 327
Application Management plays a role in all applications. One of the key decisions to which they contribute is?

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

Answer: A

NEW QUESTION 330
Which of the following are responsibilities of a Service Level Manager?
1: Agreeing targets in Service Level Agreements
2: Designing the service so it can meet the targets
3: 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 333
The difference between service metrics and technology metrics is BEST described as?

A. Service metrics measure the end to end service; Technology metrics measure individual components
B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

Answer: A

NEW QUESTION 335

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 340
Which of the following statements about processes is INCORRECT?

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

Answer: D

NEW QUESTION 344
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 347
Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"

A. Service Strategy
B. Service Design
C. Service Operation
D. Service Transition

Answer: C

NEW QUESTION 352
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 353
Which of these is NOT a responsibility of Application Management?

A. Ensuring that the correct skills are available to manage the infrastructure
B. Providing guidance to IT Operations about how best to manage the application
C. Deciding whether to buy or build an application
D. Assisting in the design of the application

Answer: A

NEW QUESTION 357
What is the definition of an Alert?

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

Answer: B

NEW QUESTION 361
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 362
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 365
Which of the following is NOT an aim of the Change Management process?

A. Overall business risk is optimized
B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
C. All budgets and expenditures are accounted for
D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

Answer: C

NEW QUESTION 366
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 368
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 372
Which of the following statements about processes is INCORRECT?

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

Answer: B

NEW QUESTION 375
Which of the following combinations covers all the roles in Service Asset and Configuration Management?

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

Answer: B

NEW QUESTION 377
What is the definition of an Alert?

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

Answer: B

NEW QUESTION 379
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 382
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 384
Which of the following statements is INCORRECT?

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

Answer: B

NEW QUESTION 386
Which of the following is the BEST definition of an Incident?

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

Answer: B

NEW QUESTION 387
Which process is responsible for frequently occurring changes where risk and cost are low?

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

Answer: B

NEW QUESTION 388
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 392
The group that authorizes changes that must be installed faster than the normal process is called the?

A. Emergency CAB (ECAB)
B. Urgent Change Authority (UCA)

C. Urgent Change Board (UCB)
D. CAB Emergency Committee (CAB/EC)

Answer: A

NEW QUESTION 395
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 400
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 403
What is the entry point or the first level of the V model?

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

Answer: B

NEW QUESTION 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 408
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 411
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 412
Customer perceptions and business outcomes help to define what?

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

Answer: A

NEW QUESTION 417
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 418
IT Service Continuity strategy should be based on:
1) Design of the service technology
2) Business continuity strategy
3) Business Impact Analysis
4) Risk assessment

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

Answer: C

NEW QUESTION 422
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 424
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 427
Which of the following does the Availability Management process include?
1: Ensuring services are able to meet availability targets
2: Monitoring and reporting actual availability
3: Improvement activities, to ensure that services continue to meet or exceed their availability goals

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

Answer: B

NEW QUESTION 431
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 436

Which of the following is NOT a responsibility of service transition?

A. To ensure that a service can be managed, operated and supported within constraints specified by design
B. To design and develop capabilities for service management
C. To provide quality knowledge of change and release and deployment management
D. To plan the resource requirements to manage a release

Answer: B

NEW QUESTION 438
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 439
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 441
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 443
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 445
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 448
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 449
There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1: Progress
2: Effectiveness
3: Efficiency
4: ?

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

Answer: C

NEW QUESTION 451
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 456
"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 460
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 463
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 468
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 473
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 477
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 482
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 484
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 485
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 486
Contracts relating to an outsourced Data Centre would be managed by?

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

Answer: D

NEW QUESTION 489
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 493
What are the processes within Service Operation?

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

Answer: A

NEW QUESTION 495

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 leve
D. The terms and conditions in an IT outsource contrac

Answer: A

NEW QUESTION 499
Service Design emphasizes the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

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

Answer: B

NEW QUESTION 502
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 servic
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 507
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 509
Which of the following provides resources to resolve operational and support issues during Release and Deployment?

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

Answer: A

NEW QUESTION 512
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 513
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 514

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 518
Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

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

Answer: C

NEW QUESTION 521
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 525
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 527
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 528
Which of the following might be used to manage an Incident?
1) Incident Model
2) Known Error Record

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

Answer: C

NEW QUESTION 529
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 532
Which of the following is the CORRECT definition of a Release Unit?

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

Answer: D

NEW QUESTION 533
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 535
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 536
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 537
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 539
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 540

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

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

Answer: D

NEW QUESTION 543
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 545
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 549
When tan a known error record tie raised?
1) At any time when it would be useful to do so
2) After a workaround has been found

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

Answer: C

NEW QUESTION 550
Which of the following is NOT defined as part of every process?

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

Answer: C

NEW QUESTION 552
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 556
Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

A. Service Design
B. Service Transition
C. Service Strategy
D. Service Operation

Answer: C

NEW QUESTION 558
Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?

A. RACI model

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

Answer: A

NEW QUESTION 562
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 565
The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

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

Answer: A

NEW QUESTION 568
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 569
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 573
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 574
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 577
Which of the following activities is NOT a part of the Derning 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 579
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 584
Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

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

Answer: D

NEW QUESTION 586
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