

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

A process owner has been identified with an 'I' in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity
- C. Be kept up-to-date on the progress of an activity
- D. Manage an activity

Answer: C

NEW QUESTION 3

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 4

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 5

Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced total cost of ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

Answer: D

NEW QUESTION 6

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

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

Answer: C

NEW QUESTION 7

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 8

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 9

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 10

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

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

Answer: B

NEW QUESTION 10

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 11

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 12

Which of these statements about resources and capabilities is CORRECT?

- A. Resources are types of service asset and capabilities are not
- B. Resources and capabilities are both types of service asset
- C. Capabilities are types of service asset and resources are not
- D. Neither capabilities nor resources are types of service asset

Answer: B

NEW QUESTION 17

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 19

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

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

Answer: D

NEW QUESTION 22

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 26

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 31

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 35

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 38

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 40

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 41

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 44

Which of the following statements about standard changes are CORRECT?

- 1: The approach is pre-authorized
- 2: The risk is usually low and well understood
- 3: Details of the change will be recorded
- 4: Some standard changes will be triggered by the request fulfilment process

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

Answer: D

NEW QUESTION 48

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 50

A process owner is responsible for which of the following?

- 1: Defining the process strategy
- 2: Assisting with process design
- 3: Improving the process
- 4: Performing all activities involved in a process

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

Answer: C

NEW QUESTION 51

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 53

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 54

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
B. Identification of risk, analysis and management of the exposure to risk
C. Control of exposure to risk and investment of capital
D. Training of all staff and investment of capital

Answer: B

NEW QUESTION 56

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 57

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 62

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 63

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 64

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 65

Which of the following should be considered when designing measurement systems, methods and metrics?

- 1: The services
- 2: The architectures
- 3: The configuration items
- 4: The processes

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

Answer: D

NEW QUESTION 69

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 73

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 77

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 78

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 79

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 83

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 85

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 89

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

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

Answer: B

NEW QUESTION 93

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 98

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 101

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Answer: A

Explanation:

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

NEW QUESTION 102

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

- 1: Things that were done correctly
- 2: Things that were done incorrectly
- 3: How to prevent recurrence
- 4: What could be done better in the future

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

Answer: D

NEW QUESTION 105

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 110

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 113

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%2520Integrati on.ppt&ei=c0A-Uc7eDMeqO9ibgOAN&usg=AFQjCNFgdYh4ouidwk-Zlw-9Nk1pmXJRTw&bvm=bv.43287494,d.ZWU> (slide 3)

NEW QUESTION 118

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 119

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

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

Answer: A

NEW QUESTION 121

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 126

Which of the following should IT service continuity strategy be based on?

- 1: Design of the service metrics
- 2: Business continuity strategy
- 3: Business impact analysis (BIA)
- 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 127

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 132

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 134

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 135

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 140

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 145

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 147

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 152

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 154

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

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

Answer: A

NEW QUESTION 156

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 160

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 161

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 163

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 166

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 169

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 171

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 175

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 177

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

- A. Provide overall planning for service transitions and co-ordinate the resources they require

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

Answer: A

NEW QUESTION 181

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

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

Answer: D

NEW QUESTION 186

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 191

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

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

Answer: B

NEW QUESTION 196

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 198

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations
- B. They are measurable
- C. They deliver specific results
- D. They respond to specific events

Answer: A

NEW QUESTION 199

Which Functions are included in IT operations management?

- A. Network management and application management
- B. Technical management and change management
- C. IT operations control and facilities management
- D. Facilities management and release management

Answer: C

NEW QUESTION 201

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 204

Which of the following identifies the purpose of design coordination?

- A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
- B. Ensuring all service designs have availability designed into them
- C. Designing of all the links between every service design process and all other processes in the service lifecycle
- D. Control of all supplier relationships from design right through to the production environment

Answer: A

NEW QUESTION 207

Which two elements of financial management for IT services are mandatory?

- A. Budgeting and charging
- B. Accounting and charging
- C. Budgeting and accounting
- D. Costing and charging

Answer: C

NEW QUESTION 208

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 213

Which statement about the service portfolio is TRUE?

- A. The service portfolio includes all 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 217

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 218

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 221

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

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

D. The Request Fulfillment Process Owner

Answer: D

NEW QUESTION 226

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 229

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 233

Which of these statements about Service Desk staff is CORRECT?

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

Answer: B

NEW QUESTION 237

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 238

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 240

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A. The sourcing and delivering of the components of requested standard services (e. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Answer: C

NEW QUESTION 244

A Service Level Agreement is?

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

Answer: B

NEW QUESTION 249

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 253

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 256

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 258

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Answer: C

NEW QUESTION 261

Major Incidents require:

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

Answer: D

NEW QUESTION 262

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 266

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 268

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 273

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

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

Answer: A

NEW QUESTION 278

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 283

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 284

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 287

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

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

Answer: D

NEW QUESTION 292

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 294

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 296

Which is the first step in the 7 Step Improvement Process?

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

Answer: B

NEW QUESTION 297

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 302

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 304

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 307

Which statement about Service Level Agreements (SLAs) is CORRECT?

- A. They must contain legal wording because of their importance
- B. There should always be a separate SLA for each specific customer
- C. The wording must be clear and concise to allow no room for ambiguity
- D. Changes to the SLA can only be requested by the customer

Answer: C

NEW QUESTION 309

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 314

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 319

"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 324

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 326

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 327

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 331

Which of the following is one of the primary objectives of Service Strategy?

- A. To design and build processes that will meet business needs
- B. To provide detailed specifications for the design of IT services
- C. To transform Service Management into a strategic asset
- D. To underscore the importance of services in the global economy

Answer: B

NEW QUESTION 334

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 339

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

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

Answer: B

NEW QUESTION 343

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 345

What does a service always deliver to customers?

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

Answer: C

NEW QUESTION 346

"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 349

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 351

Which of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Answer: A

NEW QUESTION 356

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 357

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 359

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 362

Which of the following should be available to the Service Desk?

- 1: Known Error Data
- 2: Change Schedules
- 3: Service Knowledge Management System
- 4: The output from monitoring tools

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

Answer: D

NEW QUESTION 366

Which of the following are goals of Service Operation?

- 1: To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business
- 2: The successful release of services into the live environment

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

Answer: A

NEW QUESTION 371

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

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

Answer: D

NEW QUESTION 372

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 375

What is the Service Pipeline?

- A. All services that are at a conceptual or development stage
- B. All services except those that have been retired
- C. All services that are contained within the Service Level Agreement (SLA)
- D. All complex multi-user services

Answer: A

NEW QUESTION 379

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 381

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

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

Answer: A

NEW QUESTION 385

Which of the following is an objective of service transition?

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

Answer: B

NEW QUESTION 387

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 388

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 390

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 394

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 399

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 402

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 404

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 406

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

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

Answer: D

NEW QUESTION 408

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 412

When can a known error record be raised?

- 1) At any time when 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: C

NEW QUESTION 416

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 417

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 419

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 422

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 424

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 425

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 426

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

- A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Answer: A

NEW QUESTION 431

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 432

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 434

Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

- A. The Service Level Manager
- B. The IT Service Continuity Manager
- C. The Service Catalogue Manager
- D. The Supplier Manager

Answer: D

NEW QUESTION 435

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 439

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