

## ITILF.exam.220q

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ITIL Foundation (syllabus 2011)

## Exam A

### QUESTION 1

Which of the following is the BEST reason for categorizing incidents?



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- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



### QUESTION 2

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 3**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 4**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 5**

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware
- B. Describes how the configuration items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 6**

Which of the following are sources of best practice?

- 1. Academic research
  - 2. Internal experience
  - 3. Industry practices
- 
- A. All of the above
  - B. 1 and 3 only
  - C. 1 and 2 only
  - D. 2 and 3 only

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 7**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 8**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 9**

Which of the following statements about service asset and configuration management is/are CORRECT?

1. A configuration item (CI) can exist as part of any numbers other CIs at the same time
2. Choosing which CIs to record will depend on the level of control an organization wishes to exert.



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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 10**

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

**Correct Answer: D**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

References:

**QUESTION 11**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 12**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 14**

Which of the following BEST describes technical management?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



#### **QUESTION 15**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 16**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References:

**QUESTION 17**

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

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



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References:

**QUESTION 18**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 19**

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



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



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 20**

Which one of the following do major incidents require?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 21**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



#### **QUESTION 22**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 23**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 24**

Which one of the following statements BEST describes a definitive media library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 25**

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)

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 26**

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 27**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 28**

Which areas of service management can benefit from automation?

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 29**

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 30**

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
- D. Ensuring that all operational services are recorded in the service catalogue

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 31

Which one of the following is an objective of release and deployment management?



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- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To ensure that the overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 32

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 33

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



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 34

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 35

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



### QUESTION 36

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)

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 37**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 38**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 39**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 40**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 41**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 42**

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 43**

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



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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 44**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 45**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 46**

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

- A. Act
- B. Plan

- C. Do
- D. Co-ordinate

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 47**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 48**

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

1. Providing an understanding of what strategy is
  2. Ensuring a working relationship between the customer and service provider
  3. Defining how value is created
- A. 1 only
  - B. 2 only
  - C. 3 only
  - D. All of the above

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 49**

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

1. Adapting best practice for specific industry sectors
  2. Integrating ITIL with other operating models
- 
- A. Both of the above
  - B. Neither of the above
  - C. Option 1 only
  - D. Option 2 only

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 50**

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 51**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 52**

Which of the following activities are performed by a desk?

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 53**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 54**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 55**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 56**

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?

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 57**

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management
- B. Financial management
- C. Demand management
- D. Risk management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 58**

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



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- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 59**

Which of the following is NOT a source of best practice?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 60**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 61**

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



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 62**

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

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 63**

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 64**

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 65**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 66**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 67**

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

1. Monitoring and reporting on process performance
  2. Identifying improvement opportunities
  3. Appointing people to required roles
- 
- A. All of the above
  - B. 1 and 3 only
  - C. 1 and 2 only
  - D. 2 and 3 only

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 68**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 69**

Which of the following statements is CORRECT for every process?

1. It delivers its primary results to a customer or stakeholder
  2. It defines activities that are executed by a single function
- A. Both of the above
  - B. 1 only
  - C. Neither of the above
  - D. 2 only

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 70**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 71**

Which of the following is NOT an objective of request fulfillment?

- A. To provide information to users about what services are available and how to request them
- B. To update the service catalogue with services that may be requested through the service desk
- C. To provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 72**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 73**

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 74**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 75**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 76**

Which of the following is NOT a benefit of using public frameworks and standards?



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- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 77**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 78**

Which process has the following objective “Establish new or changed services into supported environments within the predicted cost, time and resource estimates”?

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 79**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 80**

What does the continual service improvement (CSI) approach enable a business to achieve?

- A. It keeps the communication going within the business
- B. It helps the business in making decisions on improvement initiatives
- C. It helps the stakeholders understand their customers
- D. It dictates the way the business interacts with external suppliers



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <https://www.cherwell.com/blog/7-steps-to-continual-service-improvement-csi-success>

**QUESTION 81**

Which of the following BEST describes an operational level agreement (OLA)?

- A. It contains targets that underpin those within an SLA to ensure that targets will not be breached by failure of the supporting activity.
- B. It is an agreement between a supplier and another part of the same organization that assists with the provision of services.
- C. It is a written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties.
- D. It is a legally binding contract outlining services delivered to an IT service provider that underpin a service that provider delivers to its customers.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: [http://wiki.en.it-processmaps.com/index.php/Service\\_Level\\_Management](http://wiki.en.it-processmaps.com/index.php/Service_Level_Management)

#### **QUESTION 82**

Which of the following is NOT an objective of the operations management function?

- A. Swift application of skills to diagnose any IT operations failures that occur
- B. Delivering operational improvements to achieve reduced costs
- C. Management of the definitive media library (DML)
- D. Maintenance of status quo to achieve stability of day to day processes and activities

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: [https://en.wikipedia.org/wiki/Definitive\\_Media\\_Library](https://en.wikipedia.org/wiki/Definitive_Media_Library)



#### **QUESTION 83**

What is the BEST description of an external customer?

- A. Someone who works in the same organization but in a different business unit to the service provider
- B. Anyone who gets charged for the delivered services
- C. Customers who are not part of the same organization as the service provider
- D. Customers for whom the cost of the service is the primary driver

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

References: <http://smallbusiness.chron.com/internal-customer-external-customer-11698.html>

#### **QUESTION 84**

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

- A. Internal service
- B. External service
- C. Mission critical service
- D. Organizational service

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 85**

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

- A. It supports the creation of a catalogue of services
- B. It leads to gradual and continual improvement in service quality
- C. It provides quick and effective access to standard services
- D. It results in higher volumes of successful change

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 86**

Which is an objective of access management?

- A. To efficiently respond to requests for granting access to services
- B. To detect changes of state that have significance for management of an IT service
- C. To assist with general information, complaints or comments
- D. To minimize the impact of incidents that cannot be prevented

**Correct Answer:** A

**Section: (none)**  
**Explanation**

**Explanation/Reference:**

Reference: <https://books.google.com.pk/books?id=GuVgAgAAQBAJ&pg=PA147&lpg=PA147&dq=access+management+efficiently+respond+to+requests+for+granting+access+to+services&source=bl&ots=re4-bPLfZs&sig=DSxe6nTYMiYpr3k8Lxzgq05k-nE&hl=en&sa=X&ved=0ahUKEwj7vrvrziXOAhXHMo8KHxo0BSMQ6AEIJzAD#v=onepage&q=access%20management%20efficiently%20respond%20to%20requests%20for%20granting%20access%20to%20services&f=false>

**QUESTION 87**

What should be documented as part of every process?

- A. The process owner, process policy and set of process activities
- B. The service owner, service level agreement and set of process procedures
- C. The policy owner, operational level agreement and set of process steps
- D. The service manager, service contract and set of work instructions

**Correct Answer: A**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 88**

What BEST defines serviceability?

- A. How quickly a service or component can be restored to normal working order
- B. How long a service or component can perform its agreed function without failure
- C. The ability of a third-party supplier to meet the terms of its contract
- D. The part of the business process that is critical to providing the service

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://books.google.com.pk/books?id=XioNx7Gqn0IC&pg=PA120&lpg=PA120&dq=serviceability+How+long+a+service+or+component+can+perform+its+agreed+function+without+failure&source=bl&ots=TWQMJV2sz9&sig=LD\\_rCuSE6B3IWZb82rW-\\_vv1MJE&hl=en&sa=X&ved=0ahUKEwj1gsXxzYXOAhXFRo8KHc5MAp8Q6AEIJzAC#v=onepage&q=serviceability%20How%20long%20a%20service%20or%20component%20can%20perform%20its%20agreed%20function%20without%20failure&f=false](https://books.google.com.pk/books?id=XioNx7Gqn0IC&pg=PA120&lpg=PA120&dq=serviceability+How+long+a+service+or+component+can+perform+its+agreed+function+without+failure&source=bl&ots=TWQMJV2sz9&sig=LD_rCuSE6B3IWZb82rW-_vv1MJE&hl=en&sa=X&ved=0ahUKEwj1gsXxzYXOAhXFRo8KHc5MAp8Q6AEIJzAC#v=onepage&q=serviceability%20How%20long%20a%20service%20or%20component%20can%20perform%20its%20agreed%20function%20without%20failure&f=false)

### QUESTION 89

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Many designs, plans and projects fail through a lack of preparation and management. The implementation of ITIL service management as a practice is about preparing and planning the effective and efficient use of the four Ps: the People, the Processes, the Products (services, technology and tools) and the Partners (suppliers, manufacturers and vendors).

Reference: [https://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicedesign/ITIL\\_Introducing%20Service%20Design%20pdf.ashx](https://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicedesign/ITIL_Introducing%20Service%20Design%20pdf.ashx)

### QUESTION 90

What should a release policy include?

- A. Roles and responsibilities across all the service transition processes
- B. Roles and responsibilities for updating the configuration management database (CMDB)
- C. Criteria and authorization to exit early life support and handover to the service operation function
- D. How request for changes (RFCs) are approved for software releases in the IT production environment

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



Reference: [https://books.google.com.pk/books?id=fZK3CwAAQBAJ&pg=PA498&lpg=PA498&dq=itil+release+policy+include+Criteria+and+authorization+to+exit+early+life+support+and+handover+to+the+service+operation+function&source=bl&ots=XdTvivl5-X&sig=h0-HkYLIOfCoGPPGTm8\\_QUE\\_oRc&hl=en&sa=X&ved=0ahUKEwjmkLezoXOAhVCrY8KHQ61B9sQ6AEIIDAB#v=onepage&q=itil%20release%20policy%20include%20Criteria%20and%20authorization%20to%20exit%20early%20life%20support%20and%20handover%20to%20the%20service%20operation%20function&f=false](https://books.google.com.pk/books?id=fZK3CwAAQBAJ&pg=PA498&lpg=PA498&dq=itil+release+policy+include+Criteria+and+authorization+to+exit+early+life+support+and+handover+to+the+service+operation+function&source=bl&ots=XdTvivl5-X&sig=h0-HkYLIOfCoGPPGTm8_QUE_oRc&hl=en&sa=X&ved=0ahUKEwjmkLezoXOAhVCrY8KHQ61B9sQ6AEIIDAB#v=onepage&q=itil%20release%20policy%20include%20Criteria%20and%20authorization%20to%20exit%20early%20life%20support%20and%20handover%20to%20the%20service%20operation%20function&f=false)

#### QUESTION 91

Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment?

- A. Service portfolio management
- B. Service level management
- C. Service catalogue management
- D. Service capacity management

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### QUESTION 92

What BEST describes an important principle of communication in service operation?

- A. It is efficient, effective and economical for all IT services
- B. It has an intended purpose or a resultant action
- C. It focuses on creating a relationship between processes and products
- D. It has responsibility for creating policies

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 93

What is an objective of event management?

- A. To maintain user satisfaction with the quality of IT services
- B. To detect changes of state that have significance for management of an IT service
- C. To provide a channel for users to receive standard services that they are expecting
- D. To minimize the impact of incidents due to service failures that cannot be prevented

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 94

Where are the details of core and enhancing services provided?



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- A. The definitive media library
- B. The configuration management system
- C. The service portfolio
- D. The service catalogue

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 95

Which is used to assess business demand for services?

- A. Premium business assets
- B. Patterns of business activity
- C. Provider business assets
- D. Predicted business architecture

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 96**

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

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



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 97**

Which process analyses services that are no longer viable and when they should be retired?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.list.lu/fileadmin/files/projects/TIPA\\_T10\\_ITIL\\_PAM\\_r2\\_v4.1.pdf](http://www.list.lu/fileadmin/files/projects/TIPA_T10_ITIL_PAM_r2_v4.1.pdf)

**QUESTION 98**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.thecqi.org/Documents/community/South%20Western/Wessex%20Branch/CQI%20Wessex%20-%20RACI%20approach%207Sep10.pdf>  
(page 9)

**QUESTION 99**

Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

- A. Testing the tool and training process managers on using the process
- B. Development or purchase of tools and deployment of the tools
- C. Training tool administrators how to manage tools and monitoring tool performance in operational environment
- D. Development or purchase of tools and deployment of the process

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 100**

Which three types of metric support Continual Service Improvement (CSI) activities?

- A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- B. Process metrics, software metrics and financial metrics

- C. Technology metrics, process metrics and service metrics
- D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://books.google.com.pk/books?id=h8q-ceduUGsC&pg=PA61&lpg=PA61&dq=types+of+metric+support+Continual+Service+Improvement&source=bl&ots=0hdWRAC4Fn&sig=Zc2JAODvh3osWZUTBaAFM-b1fck&hl=en&sa=X&ved=0ahUKEwjf\\_N3E0oXOAhXKq48KHYYlCGoQ6AEIJjAC#v=onepage&q=types%20of%20metric%20support%20Continual%20Service%20Improvement&f=false](https://books.google.com.pk/books?id=h8q-ceduUGsC&pg=PA61&lpg=PA61&dq=types+of+metric+support+Continual+Service+Improvement&source=bl&ots=0hdWRAC4Fn&sig=Zc2JAODvh3osWZUTBaAFM-b1fck&hl=en&sa=X&ved=0ahUKEwjf_N3E0oXOAhXKq48KHYYlCGoQ6AEIJjAC#v=onepage&q=types%20of%20metric%20support%20Continual%20Service%20Improvement&f=false)

#### QUESTION 101

Which of the following are CORRECT Service Design Aspects?

1. Service Solutions for new or changed services
  2. Management policies and guidelines
  3. Business requirements technology and management architectures
  4. Process requirements technology and management architectures
- 
- A. 1 and 2
  - B. 2 and 3
  - C. 3 and 4
  - D. 1 and 4

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicedesign/ITIL\\_Introducing%20Service%20Design%20pdf.ashx](https://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicedesign/ITIL_Introducing%20Service%20Design%20pdf.ashx)

#### QUESTION 102

Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

- A. Service transition
- B. Service level management

- C. Service operation
- D. Service design

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

ITIL Service Transition provides guidance for the development and improvement of capabilities for transitioning new and changed services to supported environments, which includes release planning, building, testing, evaluation and deployment. The publication will consider service retirement and transfer of services between service providers. This Service Transition provides access to prove best practices based on the skill and knowledge of experienced industry practitioners in adopting a standardized and controlled approach to service management. Reference: <https://www.greycampus.com/opencampus/itil-foundation/two-strategies-in-itil>

### QUESTION 103

What is the BEST definition of a definitive media library?

- A. It is a secure library in which the latest versions of authorized software items are stored and protected.
- B. It is a structured document with definitive information regarding all live IT services, including those available for deployment.
- C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected.
- D. It is a set of tools and databases that is used to manage knowledge, information and data.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

A Definitive Media Library is a secure Information Technology repository in which an organization's definitive, authorized versions of software media are stored and protected. Before an organization releases any new or changed application software into its operational environment, any such software should be fully tested and quality assured.

Reference: [https://en.wikipedia.org/wiki/Definitive\\_Media\\_Library](https://en.wikipedia.org/wiki/Definitive_Media_Library)

### QUESTION 104

Which is an objective of the design coordination process?

- A. To ensure service design packages are handed over to service transition
- B. To ensure that all changes are assessed for their impact on service designs

- C. To document the initial structure and relationship between services and customers
- D. To handover new service level requirements to the service level management process

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://books.google.com.pk/books?id=fZK3CwAAQBAJ&pg=PA419&lpg=PA419&dq=design+coordination+process+ensure+service+design+packages+are+handed+over+to+service+transition&source=bl&ots=XdTvivK1W2&sig=9buDegcfJu8hovnHDEmIWd8meU&hl=en&sa=X&ved=0ahUKEwiB8MHF11XOAhWlQ48KHc-kAJgQ6AEIJAB#v=onepage&q=design%20coordination%20process%20ensure%20service%20design%20packages%20are%20handed%20over%20to%20service%20transition&f=false>

#### **QUESTION 105**

What BEST defines IT service management?

- A. An organization supplying services to only external customers
- B. The customer of an IT service provider who defines and agrees the service targets
- C. The implementation and management of quality IT services that meet business needs
- D. The resources that are utilized to provide value to customers through services

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://en.wikipedia.org/wiki/IT\\_service\\_management](https://en.wikipedia.org/wiki/IT_service_management)

#### **QUESTION 106**

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

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

**Correct Answer:** B

**Section: (none)**  
**Explanation**

**Explanation/Reference:**

Reference: [https://en.wikiversity.org/wiki/ITIL/Foundation/Service\\_Management/Processes\\_functions\\_and\\_roles](https://en.wikiversity.org/wiki/ITIL/Foundation/Service_Management/Processes_functions_and_roles)

**QUESTION 107**

What are the two MAJOR activities in problem management?

- A. Technical and service
- B. Resource and proactive
- C. Reactive and technical
- D. Proactive and reactive

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://advisera.com/20000academy/knowledgebase/itil-reactive-proactive-problem-management-two-sides-coin/>

**QUESTION 108**

Which is the CORRECT activity to carry out the “How do we get there” phase of the Continual Service improvement approach?

- A. Service and process improvement
- B. Baseline assessments
- C. Policy and governance review
- D. Measurable targets

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 109**

An incident is proving difficult to resolve. A technician informs their manager that more resource is needed to restore the service.



What has taken place?

- A. A functional escalation
- B. A service level escalation
- C. An incident resolution
- D. A hierarchic escalation

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 110**

Which statement about service review meetings is FALSE?

- A. Actions from service review meetings should only be assigned to the service provider
- B. Meetings should be held on a regular basis to review service achievement
- C. Issues for the upcoming period should be discussed at the meetings
- D. Progress and success of the service improvement program (SIP) should be reviewed

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 111**

Which statement **BEST** describes the value of service strategy to the business?

- A. It allows higher volumes of successful change
- B. It reduces unplanned costs through optimized handling of service outages
- C. It reduces the duration and frequency of service outages
- D. It enables the service provider to understand what levels of service will make their customers successful

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 112**

Remediation planning is a key part of which process?



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- A. Capacity management
- B. Change management
- C. Financial management for IT services
- D. Availability management

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 113**

What term describes assurance that a product or service will meet its agreed requirements?

- A. Underpinning contract
- B. Warranty
- C. Service level agreement
- D. Utility

**Correct Answer: C**



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 114**

Access management is responsible for executing the policies that are defined in which process?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 115**

Which term describes if a service is fit for use?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 116**

Which stage of the service lifecycle has the purpose of looking for ways to improve process efficiency and cost effectiveness?

- A. Service operation

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

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 117**

Which is the correct combination of items that makes up an IT service?

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

**Correct Answer:** B  
**Section:** (none)  
**Explanation**



**Explanation/Reference:**

**QUESTION 118**

What processes represent the scope of financial management for IT services?

- A. Budgeting, costing and charging
- B. Budgeting, accounting and charging
- C. Cost models and invoicing
- D. Charging, accounting and billing

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 119**

Which process analyzes services that are no longer viable and determines when they should be retired?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 120**

Which statement about Business Cases is TRUE?

- A. Business cases should focus on both the financial and non-financial impacts of the proposed project or service
- B. Business cases should only focus on the financial impacts of the proposed project to secure support and funding
- C. Business cases should only focus on the non-financial business impacts of the proposed project to secure proper high-level management support
- D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 121**

Which statement BEST describes the stakeholders in service management?

- A. A stakeholder can only be the customer of a service
- B. A stakeholder is any individual or group that has invested their money and time in the services
- C. A stakeholder can only be the provider of a service
- D. A stakeholder is any individual or group who has an interest in the management of the services

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 122**

Which statement BEST describes the purpose of release and deployment management?

- A. To deliver the functionality required by the business while protecting the integrity of existing services
- 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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 123**

The value created by a service is defined in terms of business outcomes, customer preferences, and which other element?

- A. Customer assets
- B. Customer perceptions
- C. Business activity
- D. Business vision

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 124**

Which is NOT within the scope of service transition?

- A. Managing major changes or new services into the operational environment.
- B. Defining how the service provider will meet the customer's required business outcomes.
- C. Ensuring that emergency changes are assessed for impact before implementation.
- D. Creating a logical model between the individual components and the overall service.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 125**

What are the two MAIN types of activity in problem management?

- A. Technical and service
- B. Resource and proactive
- C. Reactive and technical
- D. Proactive and reactive

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 126**

Which service transition process provides guidance about converting data into information?

- A. Change evaluation
- B. Knowledge management
- C. Service validation and testing
- D. Service asset and configuration management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 127**

Which of the following form part of the five major aspects of service design?

1. Service solutions for new or changed services
  2. Management policies and guidelines
  3. Business and governance requirements
  4. Technology architectures and management architectures
- 
- A. 1 and 2
  - B. 2 and 3
  - C. 3 and 4
  - D. 1 and 4

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 128**

Which is NOT an objective of the change management process?

- A. To ensure that all changes to configuration items are recorded in the configuration management system
- B. To ensure that changes are recorded and evaluated
- C. To respond to the business and IT requests for change that will align the services with the business needs
- D. To deliver and manage IT services at agreed levels to business users

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 129**

What is NOT within the scope of service catalogue management?

- A. Contribution to the definition of services
- B. Interfaces between all services and supporting services
- C. Interfaces between the service catalogue and service portfolio
- D. Fulfillment of business service requests

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 130**

Which statement about internal customers is CORRECT?



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- A. Services are provided to internal customers under contractual agreements
- B. Internal customers have different organizational objectives from their service provider
- C. Agreed levels of service are not as important to internal customers
- D. Internal customers are part of the same organization as the service provider

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 131**

What should a service design package (SDP) be produced for?

1. A standard change
2. A minor change to a service
3. Removal of a service
4. A major change to a service

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 132**

Which stage of the service lifecycle includes catalogue management, information security management, and supplier management?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 133**

A known IT service stops performing during normal business hours, then the user of the IT service calls the service desk.

What should the service desk open?

- A. A problem record

- B. A service request
- C. An incident record
- D. An emergency request

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 134**

Which CSI step would defining metrics be appropriate for?

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

**Correct Answer:** D  
**Section:** (none)  
**Explanation**



**Explanation/Reference:**

**QUESTION 135**

What is the ITIL guidance relating to the closure of resolved incidents?

- A. Anyone can close an incident once it has been resolved
- B. Only the technician that resolved the incident should close the incident
- C. Only the service desk should close resolved incidents
- D. Only the person who raised the incident should close it once it is resolved

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 136**

What term describes actions taken to recover after a failed change or release?

- A. Remediation
- B. Restoration
- C. Reactivation
- D. Reassurance

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 137**

Which Service Design process makes the most use of data supplied by Demand Management?

- A. Service Catalogue Management
- B. Service Level Management
- C. IT Service Continuity Management
- D. Capacity Management



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 138**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 139**

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

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

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



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 140**

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

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 141**

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 142**

Which of the following are objectives of Supplier Management?

- 1. Negotiating and agreeing Contracts
  - 2. Updating the Supplier and Contract database
  - 3. Planning for possible closure, renewal or extension of contracts
  - 4. Managing relationships with internal suppliers
- 
- A. 1, 2 and 3 only
  - B. 1, 3 and 4 only
  - C. 2, 3 and 4 only
  - D. None of the above

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 143**

Which of the following do Service Metrics measure?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 144**

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

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



**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 145**

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

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

**Correct Answer: A**

**Section: (none)**  
**Explanation**

**Explanation/Reference:**

**QUESTION 146**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 147**

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 148**

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





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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 149**

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 150**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 151

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 152

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.g. 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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 153**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 154**

Which process would you MOST expect to be involved in the management of Underpinning Contracts?

- A. IT Designer/Architect
- B. Process Manager
- C. Service Catalogue Manager
- D. Supplier Manager



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 155**

What is the name given to the individual assigned to carry out a risk response action or actions to respond to a particular risk or set of risks?

- A. Risk Manage
- B. Risk Coordinator
- C. Risk Actionee
- D. Risk Owner

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 156**

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 157**

Which of the following describes risk proximity?

- A. The timeframe over which the risk mitigation actions should be implemented
- B. The schedule for the risk management activities related to a plan
- C. The timeframe over which a risk will be monitored by the risk owner
- D. The timeframe for when the risk might materialize

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 158**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 159**

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"

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 160**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 161**

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Requirements, resources and capabilities needed and agreed
- B. Only requirements needed and agreed
- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 162**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 163**

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

- A. Extreme focus on cost
- B. Extreme focus on responsiveness

- C. Vendor focused
- D. Extreme internal focus

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 164**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### **QUESTION 165**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 166**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 167**

Which of the following is concerned with fairness and transparency?



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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 168**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 169**

Contracts relating to an outsourced Data Centre would be managed by?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 170**

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

- A. Excessive focus on quality
- B. Excessively reactive
- C. Excessively proactive
- D. Excessive focus on cost

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 171**

“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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 172**

How is the Service Catalogue used to add value to the service provider organization?

- A. Providing a central source of information on the IT services delivered
- B. Showing the business impact of a change
- C. Displaying the relationships between configuration items
- D. To predict the root cause of issues in the IT infrastructure

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 173**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 174**

Which is a recommended response type to respond to either a threat or an opportunity?

- A. Fallback
- B. Reject
- C. Share
- D. Reduce

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### **QUESTION 175**

Which Function would provide staff to monitor events in a Network Operations Centre?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 176**

Which of the following is a responsibility of Supplier Management?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 177**

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



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 178**

Which of the following would be carried out as part of a post-project benefits review?

- A. An assessment of whether the project fulfilled its original objectives
- B. A review of the performance of the project's products in operational use and identification of whether there have been any side-effects
- C. An assessment of the project's risk management procedure
- D. A review of the performance of the project management method and the project management team

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 179**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 180**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 181**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 182**

Access Management is closely related to which other processes?

- A. Availability Management only
- B. Information Security Management and 3rd line support
- C. Information Security Management and Availability Management
- D. Information Security Management only

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 183**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 184**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### **QUESTION 185**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 186**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 187**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 188**

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) ?





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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 189**

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 190**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 191**

"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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 192**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 193

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 194

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

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 195**

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 196**

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 197**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 198**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 199**

Which role is accountable for a specific service within an organization?

- A. The Service Level Manager

- B. The Business Relationship Manager
- C. The Service Owner
- D. The Service Continuity Manager

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 200**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### **QUESTION 201**

Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 202**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 203**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 204**

When should tests for a new service be designed?

- A. At the same time as the service is designed
- B. After the service has been designed, before the service is handed over to Service Transition
- C. As part of Service Transition
- D. Before the service is designed

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 205**

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



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 206**

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

**Correct Answer:** C



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 207**

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 208**

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 209**

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



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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 210**

Which of the following BEST describes a Change Authority?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 211**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 212**

Which is NOT a purpose of a Product Description?

- A. Define the time and cost needed to produce the product
- B. Define the quality skills required to check the product
- C. Define the function and appearance of the product
- D. Define the development skills required to produce the product



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 213**

Identify the input to the Problem Management process.

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 214**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 215**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 216**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 217**

Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### **QUESTION 218**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:****QUESTION 219**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 220**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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