



Exin

Exam Questions ITIL

ITIL Foundation v.3

NEW QUESTION 1

Which role is responsible for carrying out the activities of a process?

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

Answer: D

NEW QUESTION 2

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

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

Answer: B

NEW QUESTION 3

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 4

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

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

Answer: B

NEW QUESTION 5

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

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

Answer: C

NEW QUESTION 6

Which one of the following do technology metrics measure?

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

Answer: A

NEW QUESTION 7

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

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

Answer: A

NEW QUESTION 8

IT help desk

- A. Mastered

B. Not Mastered

Answer: A

NEW QUESTION 9

Which of the following are the MAIN objectives of incident management?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 10

To restore normal service operation as quickly as possible

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 10

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Answer: B

NEW QUESTION 13

Which of the following is NOT an objective of service transition?

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

Answer: B

NEW QUESTION 17

The BEST description of an incident is:

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

Answer: B

NEW QUESTION 20

When can a known error record be raised?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 22

What do customer perceptions and business outcomes help to define?

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

Answer: A

NEW QUESTION 27

Which of the following are basic concepts used in access management?

- A. Personnel, electronic, network, emergency, identity
- B. Rights, access, identity, directory services, service/service components
- C. Physical, personnel, network, emergency, service

D. Normal, temporary, emergency, personal, group

Answer: B

NEW QUESTION 32

Which of these statements about resources and capabilities is CORRECT?

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

Answer: B

NEW QUESTION 37

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

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

Answer: D

NEW QUESTION 38

Availability management is directly responsible for the availability of which of the following?

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

Answer: A

NEW QUESTION 41

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

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

Answer: A

NEW QUESTION 46

It does not prescribe actions

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 50

ITIL represents best practice

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

Answer: A

NEW QUESTION 52

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

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

Answer: A

NEW QUESTION 57

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

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

Answer: C

NEW QUESTION 62

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

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

Answer: D

NEW QUESTION 63

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

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

Answer: C

NEW QUESTION 68

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

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

Answer: C

NEW QUESTION 73

Service transition contains detailed descriptions of which processes?

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

Answer: A

NEW QUESTION 75

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

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

Answer: D

NEW QUESTION 78

Consider the following list:

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 81

Change authority

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 86

Hierarchic escalation is BEST described as?

- A. Notifying more senior levels of management about an incident
- B. Passing an incident to people with a greater level of technical skill
- C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
- D. Failing to meet the incident resolution times specified in a service level agreement

Answer: A

NEW QUESTION 88

Which process will regularly analyse incident data to identify discernible trends?

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

Answer: B

NEW QUESTION 91

Which is the correct definition of a customer facing service?

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

Answer: A

NEW QUESTION 96

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

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

Answer: A

NEW QUESTION 100

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Answer: B

NEW QUESTION 103

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

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

Answer: B

NEW QUESTION 107

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
- B. The design of new or changed services
- C. The design of market spaces
- D. The design of the technology architectures

Answer: C

NEW QUESTION 109

Where would you expect incident resolution targets to be documented?

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

D. A service description

Answer: A

NEW QUESTION 111

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 116

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

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

Answer: C

NEW QUESTION 119

Defining the process strategy

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 120

Performing all activities involved in a process

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

Answer: C

NEW QUESTION 122

Which one of the following is concerned with policy and direction?

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

Answer: B

NEW QUESTION 127

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 128

The architectures

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 129

The configuration items

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 134

The processes

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

Answer: D

NEW QUESTION 135

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

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

Answer: D

NEW QUESTION 140

What are underpinning contracts used to document?

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

Answer: B

NEW QUESTION 144

Which process is responsible for ensuring that appropriate testing takes place?

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

Answer: B

NEW QUESTION 147

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 152

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

Answer: B

NEW QUESTION 155

What is the vision?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 158

Where do we want to be?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 160

How do we get there?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 163

Did we get there?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 168

?

- A. What is the return on investment (ROI)?
- B. How much did it cost?
- C. How do we keep the momentum going?
- D. What is the value on investment (VOI)?

Answer: C

NEW QUESTION 172

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

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

Answer: C

NEW QUESTION 174

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

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

Answer: C

NEW QUESTION 176

Data mining and workflow

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 178

Release and deployment

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 180

Records of user behaviour

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 182

Supplier's abilities and requirements

- A. Mastered

B. Not Mastered

Answer: A

NEW QUESTION 186

Which of the following statements about standard changes are CORRECT?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 191

The risk is usually low and well understood

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 194

Which one of the following does service metrics measure?

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

Answer: C

NEW QUESTION 199

Logging details of incidents and service requests

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 203

Providing first-line investigation and diagnosis

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 206

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

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

Answer: D

NEW QUESTION 207

Which of the following are classed as stakeholders in service management?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 211

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

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

Answer: B

NEW QUESTION 215

Which of the following CANNOT be provided by a tool?

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

Answer: C

NEW QUESTION 217

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Answer: D

NEW QUESTION 219

What is a RACI model used for?

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

Answer: D

NEW QUESTION 221

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

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

Answer: D

NEW QUESTION 224

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

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

Answer: D

NEW QUESTION 227

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

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

Answer: A

NEW QUESTION 228

Things that were done correctly

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 229

Things that were done incorrectly

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 234

Which of the following are sources of best practice?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 235

Internal experience

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 239

Industry practices

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

Answer: A

NEW QUESTION 243

Which of these should a change model include?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 246

The steps that should be taken to handle the change

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 249

Responsibilities; who should do what, including escalation

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 250

Timescales and thresholds for completion of the actions

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 251

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 255

Core

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 257

Enhancing

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 258

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

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

Answer: B

NEW QUESTION 263

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

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

Answer: D

NEW QUESTION 267

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

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

Answer: B

NEW QUESTION 272

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

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

Answer: C

NEW QUESTION 275

What is the primary focus of the business management?

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

Answer: D

NEW QUESTION 276

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

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

Answer: B

NEW QUESTION 279

Which one of the following do major incidents require?

- A. Separate procedures

- B. Less urgency
- C. Longer timescales
- D. Less documentation

Answer: A

NEW QUESTION 281

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

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

Answer: D

NEW QUESTION 283

Applications

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 285

Power and cooling equipment

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 288

Recovery sites

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

Answer: C

NEW QUESTION 289

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

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

Answer: A

NEW QUESTION 290

Design and modeling

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 293

Reporting

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 295

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

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

D. People, products, perspective, partners

Answer: C

NEW QUESTION 298

Design of the service metrics

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 301

Risk assessment

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

Answer: C

NEW QUESTION 303

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

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

Answer: A

NEW QUESTION 305

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

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

Answer: D

NEW QUESTION 307

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

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

Answer: A

NEW QUESTION 309

Ensuring a working relationship between the customer and service provider

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 313

Defining how value is created

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

Answer: D

NEW QUESTION 314

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

- A. An agreement with an individual customer group, covering all the services that they use

- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all customers of that service

Answer: D

NEW QUESTION 315

Which of the following activities are performed by a desk?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 316

Providing first-line investigation and diagnosis

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 321

Restoring service

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 322

Recording relationships between CIs

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 325

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

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

Answer: B

NEW QUESTION 327

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

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

Answer: A

NEW QUESTION 332

Appointing people to required roles

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

Answer: A

NEW QUESTION 337

Check the incident categorization and correct it if necessary

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 342

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

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

Answer: B

NEW QUESTION 347

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

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

Answer: C

NEW QUESTION 350

Service pipeline

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 352

Service catalogue

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

Answer: C

NEW QUESTION 353

A Service design package (SDP) would normally be produced for which of the following?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 354

A new IT service

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 357

An emergency change to an IT service

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 362

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 367

Capacity management

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 370

Demand management

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 374

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

Answer: B

NEW QUESTION 377

Which statement BEST represents the guidance on incident logging?

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

Answer: C

NEW QUESTION 379

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

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

Answer: C

NEW QUESTION 383

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

Answer: B

NEW QUESTION 387

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

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

Answer: C

NEW QUESTION 389

Which statement about the service portfolio is TRUE?

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

Answer: D

NEW QUESTION 393

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 397

To establish and maintain an accurate and complete configuration management system

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 402

To document all security controls together with their operation and maintenance

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

Answer: A

NEW QUESTION 407

Which of the following is MOST concerned with the design of new or changed services?

- A. Change management
- B. Service transition
- C. Service strategy
- D. Service design

Answer: D

NEW QUESTION 411

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

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

Answer: A

NEW QUESTION 414

Which Functions are included in IT operations management?

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

Answer: C

NEW QUESTION 418

The definitive media library is the responsibility of:

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

Answer: D

NEW QUESTION 423

What are the three service provider business models?

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

Answer: D

NEW QUESTION 428

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 430

Updates to the change schedule

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 433

Core

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 434

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

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

Answer: B

NEW QUESTION 438

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 442

Incident model

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 443

Communication related to changes

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 446

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

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

Answer: D

NEW QUESTION 448

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

- 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

Answer: B

NEW QUESTION 452

Which of the following statements is INCORRECT?

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

Answer: A

NEW QUESTION 457

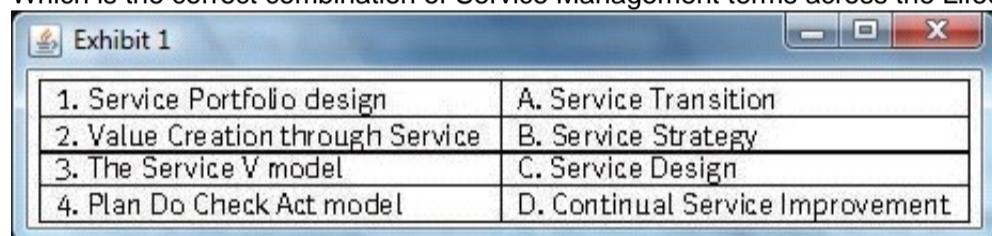
The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

Answer: A

NEW QUESTION 461

Which is the correct combination of Service Management terms across the Lifecycle?



1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

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

Answer: C

NEW QUESTION 463

Which of these statements about Service Desk staff is CORRECT?

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

Answer: C

NEW QUESTION 466

What are the Patterns of Business Activity (PBA)?

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

Answer: D

NEW QUESTION 468

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

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

Answer: C

NEW QUESTION 469

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 472

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

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

Answer: A

NEW QUESTION 476

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

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

Answer: B

NEW QUESTION 478

Which of the following are Service Desk organizational structures?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 482

Local Service Desk

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 485

IT Help Desk

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 489

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

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

Answer: C

NEW QUESTION 491

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

Answer: D

NEW QUESTION 495

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

- A. Loss of ability to operate to specification, or to deliver the required output
- B. A change of state which has significance for the management of a Configuration Item or IT Service

- C. A warning that a threshold has been reached, something has changed, or a failure has occurred
- D. An unplanned interruption to an IT service or reduction in the quality of an IT service

Answer: D

NEW QUESTION 499

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

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

Answer: C

NEW QUESTION 500

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

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

Answer: B

NEW QUESTION 502

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

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

Answer: B

NEW QUESTION 506

Which of the following statements about processes is INCORRECT?

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

Answer: B

NEW QUESTION 507

A Service Level Agreement is?

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

Answer: B

NEW QUESTION 509

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

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

Answer: D

NEW QUESTION 511

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

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

Answer: D

NEW QUESTION 513

What is the definition of an Alert?

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

Answer: B

NEW QUESTION 517

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

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

Answer: C

NEW QUESTION 522

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

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

Answer: D

NEW QUESTION 526

Major Incidents require:

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

Answer: D

NEW QUESTION 527

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

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

Answer: A

NEW QUESTION 529

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

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

Answer: B

NEW QUESTION 534

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 539

All communication must have an intended purpose or resultant action

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 540

Communication should not take place without a clear audience

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

Answer: C

NEW QUESTION 545

Access Management is closely related to which other processes?

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

Answer: C

NEW QUESTION 547

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

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

Answer: B

NEW QUESTION 552

Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

- A. Technology, Customer, User
- B. Corporate, Customer, Service
- C. Corporate, Customer, Technology
- D. Service, User, IT

Answer: B

NEW QUESTION 557

Match the following activities with the Deming Cycle stages

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 562

Which of the following does the Availability Management process include?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 563

Monitoring and reporting actual availability

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 564

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

- A. An event indicates that a redundant network segment has failed but it has not impacted any users
- B. An Incident is passed to second-level support

- C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents
- D. Incident Management has found a workaround but needs some assistance in implementing it

Answer: C

NEW QUESTION 568

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

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

Answer: A

NEW QUESTION 571

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

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

Answer: D

NEW QUESTION 572

Progress

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 576

Effectiveness

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 577

Efficiency

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 581

?

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

Answer: C

NEW QUESTION 584

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 589

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

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

D. Demand Management

Answer: A

NEW QUESTION 593

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

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

Answer: B

NEW QUESTION 596

To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 597

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

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

Answer: C

NEW QUESTION 598

What does a service always deliver to customers?

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

Answer: C

NEW QUESTION 601

Which of the following is commonly found in a contract underpinning an IT service? Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

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

Answer: D

NEW QUESTION 603

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

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

Answer: C

NEW QUESTION 608

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

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

Answer: C

NEW QUESTION 613

Which of the following activities are responsibilities of a Supplier Manager? 1} Negotiating and agreeing Contracts
2} Updating the Supplier and Contract database
3} Planning for possible closure, renewal or extension of contracts
4} Managing relationships with internal suppliers

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

Answer: A

NEW QUESTION 616

When should tests for a new service be designed?

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

Answer: A

NEW QUESTION 617

Defining the processes needed to operate a new service is part of:

- A. Service Design: Design the processes
- B. Service Strategy: Develop the offerings
- C. Service Transition: Plan and prepare for deployment
- D. Service Operation: IT Operations Management

Answer: A

NEW QUESTION 620

As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

1} An internal service provider embedded within a business unit 2} An internal service provider that provides shared IT services 3} An external service provider

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

Answer: A

NEW QUESTION 625

What is the Service Pipeline?

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

Answer: A

NEW QUESTION 630

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

- A. The Asset Register
- B. The Service Knowledge Management System
- C. The Known Error Database
- D. The Information Management System

Answer: B

NEW QUESTION 633

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

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

Answer: D

NEW QUESTION 635

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

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

Answer: A

NEW QUESTION 639

Which of the following statements is CORRECT?

- A. Process owners are more important to service management than service owners
- B. Service owners are more important to service management than process owners
- C. Service owners are as important to service management as process owners
- D. Process owners and service owners are not required within the same organization

Answer: C

NEW QUESTION 642

Which of the following BEST describes a Change Authority?

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

Answer: C

NEW QUESTION 647

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

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

Answer: C

NEW QUESTION 649

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

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

Answer: A

NEW QUESTION 652

Metrics

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

Answer: D

NEW QUESTION 656

The BEST processes to automate are those that are:

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

Answer: D

NEW QUESTION 659

Risk assessment

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 663

Testing of resilience mechanisms

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 668

Roles

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 670

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

- A. Categorization
- B. Logging
- C. Prioritization
- D. Closure

Answer: A

NEW QUESTION 673

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 674

Incident Model

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 678

Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

- A. Availability Management
- B. Demand Management
- C. Financial Management
- D. Service Level Management

Answer: B

NEW QUESTION 679

Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

- A. People, Process, Partners, Suppliers
- B. People, Process, Products, Technology
- C. People, Process, Products, Partners
- D. People, Products, Technology, Partners

Answer: C

NEW QUESTION 681

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

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

Answer: D

NEW QUESTION 684

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 687

Ability to adapt quickly to new requirements

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 689

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

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

Answer: D

NEW QUESTION 692

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

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

Answer: D

NEW QUESTION 697

Which of the following activities is performed by access management?

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

Answer: D

NEW QUESTION 699

Customer perceptions and business outcomes help to define what?

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

Answer: A

NEW QUESTION 703

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 708

When can a known error record be raised?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 713

At any time when it would be useful to do so

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 715

After a workaround has been found

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

Answer: C

NEW QUESTION 718

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

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

Answer: D

NEW QUESTION 721

Which of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal servic
- C. This includes technical staff
- D. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- E. Incidents reported by technical staff must be logged as Problems because technical staff manages infrastructure devices not services

Answer: B

NEW QUESTION 725

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 730

Designing availability into a proposed solution

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

Answer: D

NEW QUESTION 735

Which of these recommendations is good practice for Service Level Management? 1} Include legal terminology in Service Level Agreements (SLAs}
2} It is NOT necessary to be able to measure all the targets in an SLA

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

Answer: D

NEW QUESTION 740

Which of the following would commonly be in a contract underpinning an IT service? 1} Marketing information
2} Contract description and scope
3} Responsibilities and dependencies

- A. 1 and 2 only
- B. 1 and 3 only
- C. 2 and 3 only

D. None of the above

Answer: C

NEW QUESTION 745

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

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

Answer: C

NEW QUESTION 748

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

Answer: A

NEW QUESTION 750

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

Answer: C

NEW QUESTION 754

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, complains or comments.
- D. To minimize the impact of incidents that cannot be prevented.

Answer: A

NEW QUESTION 757

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

Answer: A

NEW QUESTION 758

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

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

Answer: D

NEW QUESTION 762

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

Answer: C

NEW QUESTION 767

Which is an objective of event management?

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

Answer: B

NEW QUESTION 769

Where are the details of core and enhancing service provided?

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

Answer: C

NEW QUESTION 774

Which one of the following generates demand for services?

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

Answer: B

NEW QUESTION 779

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

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

Answer: D

NEW QUESTION 783

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

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

Answer: D

NEW QUESTION 788

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

Answer: D

NEW QUESTION 790

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

Answer: C

NEW QUESTION 791

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

Answer: D

NEW QUESTION 795

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.

Answer: A

NEW QUESTION 798

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

Answer: C

NEW QUESTION 799

Which is an objective of the design coordination process?

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

Answer: A

NEW QUESTION 803

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

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

Answer: D

NEW QUESTION 805

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

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

Answer: B

NEW QUESTION 810

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

Answer: D

NEW QUESTION 812

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

Answer: D

NEW QUESTION 813

Which statement about service review meetings is FALSE?

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

Answer: A

NEW QUESTION 816

Which statement is CORRECT?

- A. A function is a set of responsibilities allocated to a service manager
- B. A process is a team or group of people and the tools they use to perform one or more activities
- C. A function is a set of specialised organisational capabilities
- D. A process is a structured set of activities designed to accomplish a specific objective

Answer: D

NEW QUESTION 819

What is the BEST description of the CSI register?

- A. It is a record of all authorised changes and their planned implementation dates
- B. It is a record of proposed improvement opportunities and the benefits that will be achieved
- C. It is a record of new services to be approved by a customer, including proposed implementation dates
- D. It is a record of completed improvements and the relevant customer satisfaction metric

Answer: B

NEW QUESTION 820

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

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

Answer: B

NEW QUESTION 822

Which areas are NOT measured by process KPIs?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 824

Which statement about stakeholders is TRUE?

- A. Customers, users and suppliers are examples of stakeholders who are can be external to the service provider organization
- B. External customers are those who work for the same organization as the IT service provider
- C. Internal customers are always charged for the IT services they receive from the IT service provider organization
- D. Internal customers purchase services from third party suppliers by means of a legally binding contractor agreement

Answer: A

NEW QUESTION 825

Which is the BEST definition of a supplier?

- A. It is a third party responsible for supplying goods or services that are required to deliver IT services
- B. It is a shared services unit that is responsible for supplying goods or services that are required to deliver IT services
- C. It is a third party with responsibility for supplying goods or services that is agreed through an operational level agreement
- D. It is a mixture of internal and external parties that are responsible for providing goods and services to its customer group

Answer: D

NEW QUESTION 829

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

- A. It supports the creation of a portfolio of quantified services
- B. It reduces the effort spent on managing test and pilot environments
- C. It improves the control of service assets and configurations
- D. It provides quick and effective access to standard services

Answer: A

NEW QUESTION 831

Which is the CORRECT description of an outcome?

- A. The result of carrying out an activity, following a process, or delivering an IT service
- B. The inputs that trigger an action for an activity, process or IT service
- C. The prediction of the future demand requirements for an activity, process or IT service
- D. The design and development of the activities that make up a process or IT service

Answer: A

NEW QUESTION 832

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

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

Answer: B

NEW QUESTION 837

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 focus on only the financial impacts of the proposed project to secure support and funding
- C. Business Cases should focus on only 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

Answer: A

NEW QUESTION 841

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

Answer: B

NEW QUESTION 842

What is used to control a process?

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

Answer: C

NEW QUESTION 843

What BEST describes the customers and users of an IT service provider?

- A. Customers buy IT services; users use IT services
- B. Customers design IT services; users test IT services
- C. Customers sell IT services; users improve IT services
- D. Customers agree the service levels; users buy IT services

Answer: A

NEW QUESTION 848

Which statements about best practice is MOST correct?

- A. Customers are a source of best practice and will advise service providers how it should be implemented
- B. Internal experience is the only source of best practice because it is developed within the service provider

- C. ITIL is a source of best practice and is validated across a wide set of environments and situations
- D. Suppliers are a source of best practice and they will improve the services delivered by a serviceProvider

Answer: C

NEW QUESTION 851

Can service operation improve efficiency in the business operation by automating common routines?

- A. No, automating common routines improves effectiveness but not efficiency
- B. Yes, through automating common routines and introducing the service knowledge managementSystem (SKMS)
- C. Yes, through automating common routines, more productive work can be carried out
- D. No, automating common routines only results in preventing common problems

Answer: B

NEW QUESTION 853

Which process has the objective to identify changes to the customer environment that could potentially impact the type, level or utilization of services provided?

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

Answer: D

NEW QUESTION 854

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

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

Answer: A

NEW QUESTION 856

What is the BEST definition of an internal service?

- A. It is a supporting service delivered between functions of the IT service provider
- B. It is any customer-facing service delivered by an outsourced provider
- C. It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes
- D. It is a service delivered between departments or business units in the same organization

Answer: D

NEW QUESTION 857

Which describes a proactive trigger for problem management?

- A. Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident
- B. Analysis of an incident by a technical support group which reveals that an underlying problem exists, or is likely to exist
- C. Suspicion or detection of a cause of one or more incidents by the service desk
- D. Trending of historical incident records to identify one or more underlying causes

Answer: D

NEW QUESTION 858

Which process works with change management to ensure only authorized components are used?

- A. Knowledge management
- B. Service portfolio management
- C. Service asset and configuration management
- D. Financial management for IT services

Answer: C

NEW QUESTION 863

What is the primary focus of business capacity management?

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

Answer: C

NEW QUESTION 864

Why is ITIL successful?

- A. It always guarantees cost savings
- B. Its practices are applicable to any IT organisation
- C. It makes technology architecture easy to design
- D. It can be fully implemented in 30 days

Answer: B

NEW QUESTION 868

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

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

Answer: B

NEW QUESTION 871

How are groups, teams, departments and divisions classified?

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

Answer: B

NEW QUESTION 872

What should the IT service continuity process primarily support?

- A. Critical IT processes
- B. All the services in the service portfolio
- C. Business continuity strategy
- D. Mission critical services at peak business periods

Answer: C

NEW QUESTION 874

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

- A. Event management
- B. The service desk
- C. Either the service desk or an appropriate third party engineer
- D. Any appropriate function

Answer: B

NEW QUESTION 876

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

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

Answer: B

NEW QUESTION 879

Which is an outcome of service design?

- A. User training and awareness for the service is maximized
- B. Services and operational quality are enhanced
- C. Standard Services are provided quickly and efficiently across the business
- D. Expectations setting of all stakeholders for the services improved

Answer: B

NEW QUESTION 883

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

- A. Incident workarounds

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

Answer: C

NEW QUESTION 884

Which capacity management sub-process focuses on the management, control and prediction of the end-to-end performance?

- A. Business capacity management
- B. Supplier capacity management
- C. Service capacity management
- D. Component capacity management

Answer: A

NEW QUESTION 886

Which formal agreement minimizes the risk of disputes that can occur between an IT service provider and an external supplier?

- A. Operational contract
- B. Underpinning contract
- C. Serviceability contract
- D. Service level contract

Answer: B

NEW QUESTION 888

Access management is responsible for implementing policies defined in which process?

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

Answer: B

NEW QUESTION 891

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

- A. It supports the creation of a portfolio of quantified services
- B. It reduces total cost of ownership (TCO) of services
- C. It improves the control of service assets and configurations
- D. It provides quick and effective access to standard services

Answer: B

NEW QUESTION 892

What service could include a differentiation as an "excitement factor"?

- A. A core service
- B. An enabling service
- C. A packaged service
- D. An enhancing service

Answer: D

NEW QUESTION 894

What is a characteristic of a process?

- A. It requires a specific tool
- B. It is performance driven and measurable
- C. It provides generic technical skills and resources
- D. It does not react to a specific trigger

Answer: B

NEW QUESTION 896

Which document shows a detailed analysis of business impact and benefits?

- A. A return on investment
- B. Service level requirements
- C. A business case
- D. A service level agreement

Answer: C

NEW QUESTION 897

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