EXIN,Inc

Exam Questions ITILFND

ITIL Foundation (syllabus 2011)

NEW QUESTION 1
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 structures an organization

Answer: D

NEW QUESTION 2
Which of the following are reasons why ITIL is successful?
1. ITIL is vendor neutral
2. It does not prescribe actions
3. ITIL represents best practice

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

Answer: A

NEW QUESTION 3
Which of the following statements is CORRECT for every process?
1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

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

Answer: B

NEW QUESTION 4
Which of the following is 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 5
What are customers of IT services who work in the same organization as the service provider known as?

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

Answer: D

NEW QUESTION 6
What should a service always deliver to customers?

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

Answer: C

NEW QUESTION 7
What are customers of IT services who do NOT work in the same organization as the service provider known as?

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

Answer: B

NEW QUESTION 8
What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

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

Answer: C

NEW QUESTION 9
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 10
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 interrelated, interacting 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 10
What is the act of transforming resources and capabilities into valuable service better known as?

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

Answer: A

NEW QUESTION 12
Which of the following are sources of best practice?
1. Academic research
2. Internal experience
3. Industry practices

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

Answer: A

NEW QUESTION 16
Which of the following are classed as stakeholders in service management?
1. Customers
2. Users
3. Suppliers

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

Answer: A

NEW QUESTION 20
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 22
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 23
Which of the following is NOT a source of best practice?

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

Answer: B

Explanation: Topic 2, The Service Lifecycle

NEW QUESTION 28
Which of the following are benefits to the business of implementing service transition?
1. Better reuse and sharing of assets across projects and resources
2. Reduced cost to design new services
3. Result in higher volume of successful changes

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

Answer: C

NEW QUESTION 33
In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

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

Answer: B

NEW QUESTION 35
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 40
In which of the following areas would ITIL complementary guidance provide assistance?
1. Adapting best practice for specific industry sectors
2. Integrating ITIL with other operating models

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

Answer: A

NEW QUESTION 41
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A

NEW QUESTION 46
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 fulfilment

Answer: A

NEW QUESTION 47
Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

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

Answer: A

NEW QUESTION 50
Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database
B. A definitive media library
C. A request for change
D. A known error database

Answer: D

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

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

Answer: D

NEW QUESTION 60
Which one of the following is concerned with policy and direction?

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

Answer: B

NEW QUESTION 64
Which 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 69
The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

A. A change
B. A change model
C. A change request
D. A change advisory board

Answer: A

NEW QUESTION 71
What is the result of carrying out an activity, following a process or delivering an IT service known as?

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

Answer: A

NEW QUESTION 72
Why is it important for service providers to understand patterns of business activity (PBA)?

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

Answer: C

NEW QUESTION 73
What type of record should you raise when a problem diagnosis is complete and a workaround is available?

A. A service object
B. An incident
C. A change
D. A known error

Answer: D

NEW QUESTION 75
Which of the following BEST describes a problem?

A. An issue reported by a user
B. The cause of two or more incidents
C. A serious incident which has a critical impact to the business
D. The cause of one or more incidents

Answer: D

NEW QUESTION 76
What is the BEST description of an operational level agreement (OLA)?

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

Answer: A

NEW QUESTION 78
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 83
Which one of the following activities is NOT part of the Deming Cycle?

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

Answer: D

NEW QUESTION 86

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 number of other CIs at the same time
2. Choosing which CIs to record will depend on the level of control an organization wishes to exert

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

Answer: C

NEW QUESTION 90

Which of the following are valid parts of the service portfolio?
1. Service pipeline
2. Service knowledge management system (SKMS)
3. Service catalogue

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

Answer: C

NEW QUESTION 93

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 94

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 95

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

A. Do
B. Perform
C. Implement
D. Measure

Answer: A

Explanation: Topic 4, Key Principles and Models

NEW QUESTION 98

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 103

What would be the next step in the continual service improvement (CSI) model after:
1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. Did we get there? 6. ?

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 105
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 110
The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

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

Answer: C

NEW QUESTION 111
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 112
Which of the following should be considered when designing measurement systems, methods and metrics?
1. The services
2. The architectures
3. The configuration items
4. The processes

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

Answer: D

NEW QUESTION 113
At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

A. Service design: Design the processes
B. Service strategy: Develop the offerings
C. Service transition: Plan and prepare for deployment
D. Service operation: IT operations management

Answer: A

Explanation: Topic 5, Major Processes

NEW QUESTION 116
The 'multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

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

D. Configuration level

Answer: D

NEW QUESTION 119
Which of the following are objectives of service level management?
1: Defining, documenting and agreeing the level of IT services to be provided 2: Monitoring, measuring and reporting the actual level of services provided 3: Monitoring and improving customer satisfaction
4: Identifying possible future markets that the service provider could operate in

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

Answer: A

NEW QUESTION 123
In which document would you expect to see an overview of actual service achievements against targets?

A. Operational level agreement (OLA)
B. Capacity plan
C. Service level agreement (SLA)
D. SLA monitoring chart (SLAM)

Answer: D

NEW QUESTION 127
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 129
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 134
When can a known error record be raised?
1. At any time it would be useful to do so
2. After a workaround has been found

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

Answer: D

NEW QUESTION 137
Which of the following BEST describes the purpose of access management?

A. To provide a channel for users to request and receive standard services
B. Provides the rights for users to be able to use a service or group of services
C. To prevent problems and resulting Incidents from happening
D. To detect security events and make sense of them

Answer: B

NEW QUESTION 139
Which of the following identify the purpose of business relationship management?
1. To establish and maintain a business relationship between service provider and customer
2. To identify customer needs and ensure that the service provider is able to meet

A. Both of the above

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

Answer: A

NEW QUESTION 142
Which of the following is the BEST reason for categorizing incidents?

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

Answer: A

NEW QUESTION 143
Which of these should a change model include?
1. The steps that should be taken to handle the change
2. Responsibilities; who should do what, including escalation
3. Timescales and thresholds for completion of the actions
4. Complaints procedures

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

Answer: A

NEW QUESTION 146
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 151
Which process will regularly analyze incident data to identify discernible trends?

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

Answer: B

NEW QUESTION 156
Which process would be used to compare the value that newer services have offered over those they have replaced?

A. Availability management
B. Capacity management
C. Service portfolio management
D. Service catalogue management

Answer: C

NEW QUESTION 158
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 163
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 164
Which one of the following is NOT an aim of the change management process?

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

Answer: D

NEW QUESTION 166
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 169
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 174
Which process is responsible for providing the rights to use an IT service?

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

Answer: B

NEW QUESTION 176
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 178
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 179
Which one of the following is an objective of service catalogue management?

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

Answer: C

NEW QUESTION 182
Which of the following should be documented in an incident model?
1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident

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

Answer: B

NEW QUESTION 187
Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

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

Answer: B

NEW QUESTION 190
What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers
B. Reporting intervals should be set by the service provider
C. Reports should be produced weekly
D. Service reporting intervals must be the same for all services

Answer: A

Explanation: Topic 6, Minor Processes

NEW QUESTION 195
Which of the following is service transition planning and support NOT responsible for?

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

Answer: D

NEW QUESTION 196
Which of the following identifies the purpose of design coordination?

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

Answer: A

NEW QUESTION 199
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 201
Which one of the following is NOT an objective of problem management?

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

Answer: D

NEW QUESTION 204

Which process has the following objective, 'Produce service design packages (SDPs) based on service charters and change requests'?

A. Service transition planning and support
B. Design coordination
C. Service level management
D. Change management

Answer: B

NEW QUESTION 206
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 210
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 211
Access management is closely related to which other process?

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

Answer: C

NEW QUESTION 213
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 214
Where should the following information be stored?
1. The experience of staff
2. Records of user behaviour
3. Supplier's abilities and requirements
4. User skill levels

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

Answer: D

NEW QUESTION 215
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 220
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 222
Which process is responsible for managing relationships with vendors?

A. Change management
B. Service portfolio management
C. Supplier management
D. Continual service improvement

Answer: C

NEW QUESTION 223
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 226
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 228
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 232
Which one of the following is the BEST description of a relationship in service asset and configuration management?

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

Answer: B

NEW QUESTION 237
Which of the following identifies the purpose of service transition planning and support?

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

Answer: A

NEW QUESTION 242
Which one of the following is the BEST definition of reliability?

A. The availability of a service or component
B. The level of risk that affects a service or process
C. How long a service or configuration item (CI) can perform its function without failing
D. How quickly a service or component can be restored to normal working order

Answer: C

NEW QUESTION 246
Which of the following activities are performed by a service desk?
1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes

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

Answer: B

NEW QUESTION 251
Which of the following is NOT a service desk type recognized in the service operation volume of ITIL / guidance?

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

Answer: C

NEW QUESTION 256
Which function or process would provide staff to monitor events in an operations bridge?

A. Technical management
B. IT operations management
C. Request fulfilment
D. Applications management

Answer: B

NEW QUESTION 260
Which one of the following functions would be responsible for the management of a data centre?

A. Technical management
B. Service desk
C. Application management
D. Facilities management

Answer: D

NEW QUESTION 262
Which of the following BEST describes technical management?

A. A function responsible 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 responsible for all staff within the technical support function
D. A function that includes providing technical expertise and overall management of the IT infrastructure

Answer: D

NEW QUESTION 267
Which one of the following activities does application management perform?

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

Answer: B

NEW QUESTION 272
Which of the following processes are performed by the service desk?
1. Capacity management
2. Request fulfilment
3. Demand management
4. Incident management

A. All of the above
B. 3 and 4 only

C. 2 and 4 only
D. 2 only

Answer: C

NEW QUESTION 273
Which of the following is the BEST description of a centralized service desk?

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

Answer: D

Explanation: Topic 8, Roles

NEW QUESTION 274
Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

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

Answer: A

NEW QUESTION 276
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 281
Which of the following activities would be performed by a process manager?
1. Monitoring and reporting on process performance
2. Identifying improvement opportunities
3. Appointing people to required roles

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

Answer: A

NEW QUESTION 286
Which of the following areas would technology help to support during the service lifecycle?
1. Data mining and workflow
2. Measurement and reporting
3. Release and deployment
4. Process design

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

Answer: D

NEW QUESTION 289
Which of the following options is a hierarchy that is used in knowledge management?

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

Answer: B

NEW QUESTION 291

What is defined as "any change of state that has significance for the management of an IT service"?

A. A request for change
B. An incident
C. A problem
D. An event

Answer: D

Explanation: Event: Any change of state that has significance for the management of an IT service or other configuration item. The term can also be used to mean an alert or notification created by any IT service, Configuration Item or a Monitoring tool. Events typically require IT Operations personnel to take actions and often lead to Incidents being logged.

NEW QUESTION 296
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 300
Which process works with incident management to ensure that security breaches are detected and logged?

A. Change management
B. Service level management
C. Access Management
D. Continual Service improvement

Answer: A

NEW QUESTION 305
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 309
ITSM concepts are often described in the context of only one of these type. Type I, type II and type III

A. Service Units
B. Business Units
C. Service Providers
D. Customers

Answer: C

NEW QUESTION 313
Which groups of people would work according to an operational level agreement?

A. Business units
B. All stakeholders
C. External IT teams
D. Internal IT teams

Answer: D

NEW QUESTION 314
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 316

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.

Answer: C

NEW QUESTION 319
Which BEST describes a situation in which the emergency change advisory board (ECAB) is used?

A. Following a full change advisory board (CAB) to resolve any outstanding agenda items.
B. During peak or holiday periods when emergencies are more likely to occur.
C. In an emergency when it is not possible to convene a full CAB.
D. Outside the normal working hours of the business unit.

Answer: C

NEW QUESTION 321
Which one of the following is a correct definition of a supplier category?

A. Strategic - for suppliers of operational products or services
B. Tactical - for relationships involving significant commercial activity and business interaction
C. Operational – for suppliers providing low value and/or readily available products and services
D. Commodity – for significant partnering relationships that involve senior managers

Answer: C

NEW QUESTION 323
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individualelements 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 atimely fashion

Answer: C

NEW QUESTION 325
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 327
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 331
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 334
Which of the following BEST describes a service level agreement (SLA.?

A. A written agreement between a supplier and the IT customer(s), defining the key service targets andresponsibilities of both parties
B. A partnership developed between the IT service provider and the customer, so that a mutuallybeneficial agreement is reached
C. The key service targets and responsibilities of both parties that are used to hold each partyaccountable when disputes arise

D. An agreement between an IT service provider and another part of the same organization that assistswith the provision of services

Answer: A

NEW QUESTION 337
Which statement about change management is CORRECT?

A. It optimizes overall business risk
B. It optimizes financial exposure
C. It ensures that all changes are authorized by the change advisory board (CAB)
D. It ensures that servicerequests follow the normal change management process

Answer: C

NEW QUESTION 341
What is used to control a process?

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

Answer: C

NEW QUESTION 343
Which tool helps with defining accountability and responsibility within processes?

A. A CSI register
B. A project charter
C. A RACI model
D. A communications plan

Answer: C

NEW QUESTION 348
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 todeliver IT services
C. It is a third party with responsibility for supplying goods or services that is agreed through anoperational 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 352
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 353
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 358
Which statement about stakeholders is TRUE?

A. Customers, users and suppliers are examples of stakeholders who are can be external to the serviceprovider 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 ITservice provider organization
D. Internal customers purchase services from third party suppliers by means of a legally binding contractor agreement

Answer: A

NEW QUESTION 363
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.

Answer: A

NEW QUESTION 366
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 371
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 businessoutcomes
D. It is a service delivered between departments or business units in the sameorganization

Answer: D

NEW QUESTION 376
Which service lifecycle stage provides the following values to the business?

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

Answer: C

NEW QUESTION 380
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 383
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 387
Which statements about best practice is MOST correct?

A. Customers are a source of best practice and will advise service providers how it should beimplemented
B. Internal experience is the only source of best practice because it is developed within the serviceprovider
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 389
Which stage of service lifecycle has the purpose of aligning IT services with the changing business needs by identifying improvements to IT services?

A. Continual service improvement

B. Service operation
C. Service strategy
D. Service design

Answer: A

NEW QUESTION 393
Which is an example of improving service utility using service management automation?

A. Pre-determined routing of a service request
B. Reducing the time to compile service data
C. Monitoring service availability
D. Faster resource allocation

Answer: D

NEW QUESTION 397
What is the CORRECT definition of service management?

A. A set of specialised assets for transitioning services into the live operational environment
B. A set of specialised organisational capabilities for delivering value to customers in the form ofservices
C. A group of events that meet the demand from customers for services that they receive
D. A group of people that manages services to fulfil the needs of users and customers

Answer: B

NEW QUESTION 400
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 401
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 406
Which is a reason why incident management interfaces with service level management?

A. To ensure that problem records are circulated to all customers
B. To ensure that the status of faulty configuration items (CI) is recorded
C. To ensure that incident resolution times are aligned with business needs
D. To ensure that incident workarounds are acceptable to the customers

Answer: C

NEW QUESTION 410
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 414
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 417
In service design, which term describes services, technologies and tools?

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

Answer: C

NEW QUESTION 420
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 423
How should entries in the CSI register be categorized?

A. Based on priority, urgency and impact to the business and to all its stakeholders
B. Based on small, medium or, large undertakings that can be done quickly, medium term or long term
C. Based on IT service name, cost to the business and expected outcomes to the customer
D. Based on best improvement opportunities in the organization to achieve a competitive advantage

Answer: B

NEW QUESTION 427
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 428
Which statement about services is CORRECT?

A. External services are provided to business units in the same organisation
B. Internal services are provided by suppliers to the internal IT department
C. External services are delivered to external customers
D. Internal services are delivered to external customers

Answer: B

NEW QUESTION 430
What BEST describes the value of continual service improvement to the business?

A. It supports the creation of a portfolio of quantified services
B. It results in gradual improvement in cost effectiveness
C. It improves governance by building controls into service designs
D. It provides quick and effective access to standard services

Answer: B

NEW QUESTION 432
What do major incidents require?

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

Answer: A

NEW QUESTION 433
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 434
Where should all master copies of controlled software and documentation be stored?

A. In the definitive software library
B. In the definitive media library
C. In the definitive security library
D. In the definitive production library

Answer: B

NEW QUESTION 438
Which statement about the known error database (KEDB) is CORRECT?

A. It is maintained by the service desk and updated with the details of each new incident
B. It is a part of the configuration management database (CMDB) and contains workarounds
C. It is maintained by problem management andis used by the service desk to help resolve incidents
D. It is maintained by incident management and contains solutions to be implemented by problem management

Answer: C

NEW QUESTION 441
The configuration management system is part of which system?

A. The availability management information system
B. The capacity management information system
C. The information security management system
D. The service knowledge management system

Answer: D

NEW QUESTION 444
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

Answer: A

NEW QUESTION 449
What is a characteristic of a process?

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

Answer: B

NEW QUESTION 454
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 455
Which is responsible for the production of the service design package (SDP)?

A. Service portfolio management
B. Service catalogue management
C. Design coordination
D. Service design

Answer: D

NEW QUESTION 458
What is the BEST description of a change proposal?

A. Any request for change (RF
B. submitted to change management
C. An authorised change submitted to release and deployment
D. An RFC that must be implemented as soon as possible
E. A justification for a change with significant cost or risk

Answer: D

NEW QUESTION 462
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 465
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 466
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 467
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 470
Which areas are NOT measured by process KPIs?
1. Technology
2. Performance
3. Value
4. Compliance

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

Answer: D

NEW QUESTION 473
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 477
Which ITIL process is used to restore normal service operation as quickly as possible?

A. Service level management
B. Incident management
C. Problem management
D. Availability management

Answer: B

NEW QUESTION 481
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 483
Which is the BEST definition of a service?

A. is a means of delivering value to customers by facilitating outcomes according to how they are defined in processes
B. It is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.
C. It is a means of delivering value customers by facilitating outcomes 100 percent of the time.
D. It is a means of delivering value to customers by facilitating outcomes described in operational levelagreements (OLAs) and Service level agreements (SLAs).

Answer: B

NEW QUESTION 485
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 487
Which is one of the five aspects of service design?

A. Management information systems and tools
B. Risk analysis and management approach
C. Management policy for business case creation
D. Corporate governance and policy

Answer: A

NEW QUESTION 491
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 492
Which is the CORRECT list of metrics to support CSI activities?

A. Technology, customer and business
B. Business, service and technology
C. Customer, business and process
D. Process, technology and service

Answer: D

NEW QUESTION 495
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 498
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 501
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 504
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 505
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