



**Exin**

## **Exam Questions ITIL**

ITIL Foundation v.3

#### NEW QUESTION 1

Which one of the following would NOT be defined as part of every process?

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

**Answer:** C

#### NEW QUESTION 2

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 3

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 4

Which of the following service desk organizational structures are described in service operation?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 5

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

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

**Answer:** C

#### NEW QUESTION 6

To minimize adverse impacts on business operations

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

**Answer:** B

#### NEW QUESTION 7

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 8

Which one of the following is the CORRECT set of steps for the continual service improvement approach?

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?

- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

**Answer:** D

#### NEW QUESTION 9

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

**Answer:** B

#### NEW QUESTION 10

ITIL represents best practice

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

**Answer:** A

#### NEW QUESTION 10

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 12

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 14

Which of the following would commonly be found in a contract underpinning an IT service?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 19

Financial arrangements related to the contract

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 24

Consider the following list:

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 26

Change authority

- A. Mastered

B. Not Mastered

**Answer:** A

**NEW QUESTION 31**

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 34**

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 35**

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 38**

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 39**

Defining the process strategy

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 44**

Improving the process

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 46**

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 47**

The services

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 52

The architectures

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 57

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

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

**Answer:** D

#### NEW QUESTION 59

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 64

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

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

**Answer:** C

#### NEW QUESTION 67

Data mining and workflow

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 71

Measurement and reporting

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 74

Release and deployment

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 76

Process design

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

**Answer:** D

#### NEW QUESTION 77

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one- the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

**Answer:** B

#### NEW QUESTION 82

The experience of staff

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 84

User skill levels

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

**Answer:** D

#### NEW QUESTION 88

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

- A. Technical management
- B. IT operations management
- C. Request fulfillment
- D. Applications management

**Answer:** B

#### NEW QUESTION 91

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 96

Users

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 100

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request fulfilment
- B. Service portfolio management
- C. Service desk
- D. IT finance

**Answer:** A

#### NEW QUESTION 105

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 the storage devices will be
- D. Agreeing the service levels for the service supported by the application

**Answer:** B

**NEW QUESTION 107**

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 112**

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 113**

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 116**

Support the creation of a portfolio of quantified services

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

**Answer:** A

**NEW QUESTION 120**

How to prevent recurrence

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 121**

What could be done better in the future

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

**Answer:** D

**NEW QUESTION 123**

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 124**

Which of the following are sources of best practice?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 126**

Academic research

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 131**

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 134**

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 137**

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 140**

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 141**

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 142**

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 147**

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 149

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 152

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 catalog management

**Answer:** B

#### NEW QUESTION 153

Which one of the following is it the responsibility of supplier management to negotiate and agree?

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

**Answer:** B

#### NEW QUESTION 156

Which areas of service management can benefit from automation?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 161

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

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

**Answer:** B

#### NEW QUESTION 165

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 167

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 172

Business impact analysis (BIA}

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 175

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 178

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 180

Which one of the following would NOT involve event management?

- A. Intrusion detection
- B. Recording and monitoring environmental conditions in the data centre
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

**Answer:** C

#### NEW QUESTION 181

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 183

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 187

Providing an understanding of what strategy is

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 190

Defining how value is created

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

**Answer:** D

#### NEW QUESTION 191

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 196

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 197

Which one of the following activities would be performed by access management?

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

**Answer:** D

#### NEW QUESTION 198

Which of the following activities are performed by a desk?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 202

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 205

Recording relationships between CIs

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 210

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

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

**Answer:** C

#### NEW QUESTION 214

Check that the user is satisfied with the outcome

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

**Answer:** B

#### NEW QUESTION 215

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 218

Service pipeline

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 222

An IT service retirement

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

**Answer:** B

#### NEW QUESTION 227

Request fulfillment

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 232

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 235

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 238

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

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

**Answer:** D

#### NEW QUESTION 242

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 244**

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 245**

To establish and maintain an accurate and complete configuration management system

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 246**

Which of these recommendations is best practice for service level management?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 248**

It is NOT necessary to be able to measure all the targets in an SLA

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

**Answer:** D

**NEW QUESTION 253**

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 255**

Details of failed changes

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 257**

Core

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 261**

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 266**

Incident model

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 271

Communication between data centre shifts

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 275

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

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

**Answer:** B

#### NEW QUESTION 277

Which of these statements about Service Desk staff is CORRECT?

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

**Answer:** B

#### NEW QUESTION 278

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 283

How do we prioritize investments across a portfolio?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 284

What services to offer and to whom?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 286

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 291

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 294

In many organizations the role of Incident Manager is assigned to the Service Desk.  
It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through 1st and 2nd line
- B. Only manage Incidents effectively through the 1st line
- C. Only manage Incidents effectively at the 3rd line
- D. Manage Incidents effectively through 1st, 2nd and 3rd line

**Answer:** D

#### NEW QUESTION 295

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

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

**Answer:** B

#### NEW QUESTION 300

The only phase of the Service Management Lifecycle where value can be measured is Service Operation

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 305

Which of the following is NOT an aim of the Change Management process?

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

**Answer:** C

#### NEW QUESTION 308

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 311

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements
- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

**Answer:** C

#### NEW QUESTION 313

The difference between service metrics and technology metrics is BEST described as?

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

**Answer:** A

#### NEW QUESTION 315

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 319**

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

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

**Answer:** D

**NEW QUESTION 321**

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

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

**Answer:** D

**NEW QUESTION 324**

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

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

**Answer:** A

**NEW QUESTION 329**

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

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

**Answer:** A

**NEW QUESTION 333**

All communication must have an intended purpose or resultant action

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 336**

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 340**

Continual Improvement

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 344**

Monitoring and reporting actual availability

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 345

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 348

?

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

**Answer:** C

#### NEW QUESTION 352

The output from monitoring tools

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

**Answer:** D

#### NEW QUESTION 357

Which of the following are goals of Service Operation?

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 359

What is most likely to cause a loss of faith in the Service Level Management process?

- A. Measurements that match the customer's perception of the service
- B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)
- C. Inclusion of items in the SLA that cannot be effectively measured
- D. Involving customers in drafting Service Level Requirements

**Answer:** C

#### NEW QUESTION 364

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 367

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 369

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

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

**Answer:** A

#### NEW QUESTION 374

Metrics

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

**Answer:** D

#### NEW QUESTION 375

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 376

Activities

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 377

The Supplier Management process includes:

- 1: Service Design activities, to ensure that contracts will be able to support the service requirements
- 2: Service Operation activities, to monitor and report supplier achievements
- 3: Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

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

**Answer:** C

#### NEW QUESTION 380

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 381

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

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 383

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 387**

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

- A. Service Design
- B. Service Strategy
- C. Service Operation
- D. Continual Service Improvement

**Answer:** A

**NEW QUESTION 391**

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

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

**Answer:** A

**NEW QUESTION 392**

Which of the following are included within Release and Deployment Models?

- 1} Roles and responsibilities
- 2} Template release and deployment
- 3} Supporting systems, tools and procedures.
- 4} Handover activities and responsibilities

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

**Answer:** C

**NEW QUESTION 396**

Ability to adapt quickly to new requirements

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 399**

What are the processes within Service Operation?

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

**Answer:** A

**NEW QUESTION 403**

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 407**

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 411**

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

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

**Answer:** A

**NEW QUESTION 415**

Customer perceptions and business outcomes help lo define what?

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

**Answer:** A

**NEW QUESTION 417**

What services should we offer and to whom?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 419**

At any time when it would be useful to do so

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 423**

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 428**

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 430**

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

- A. Internal Service
- B. External Service
- C. Mission Critical service
- D. Organizational service.

**Answer:** A

**NEW QUESTION 431**

What BEST defines serviceability?

- A. How quickly a service or component can be restored to normal working order

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

**Answer:** C

#### NEW QUESTION 436

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

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

**Answer:** C

#### NEW QUESTION 440

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 442

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 447

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 448

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 452

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 455

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 458

Value

- A. Mastered
- B. Not Mastered

**Answer:** A

#### NEW QUESTION 460

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 465

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 467

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 469

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 470

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 474

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 476

What is the type of notification that should be sent when a threshold has been reached, something has changed or a failure has occurred?

- A. An emergency change
- B. An alert
- C. An emergency event

D. A request for change

**Answer:** B

**NEW QUESTION 481**

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 484**

Which process monitors and improves the performance of the service transition stage of the service lifecycle?

- A. Transition planning and support
- B. Design co-ordination
- C. Change management
- D. Service transition management

**Answer:** A

**NEW QUESTION 487**

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 489**

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 493**

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 495**

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 499**

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