Exam Questions ITILFND

ITIL Foundation (syllabus 2011)

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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 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 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
What should a service always deliver to customers?

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

Answer: C

NEW QUESTION 5
What is a service delivered between two business units in the same organization known as?

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

Answer: C

NEW QUESTION 6
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 7
What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

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

Answer: B

NEW QUESTION 8

Which of the following is an enabler of best practice?

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

Answer: B

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 14
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 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 17
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 19
Which one of the following is the BEST definition of the term 'service management'?

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

Answer: A

NEW QUESTION 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 27
Which of the following is NOT an objective of service transition?

A. To ensure that a service can be managed, operated and supported
B. To provide training and certification in project management
C. To provide quality knowledge 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 32
Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

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

Answer: B

NEW QUESTION 33
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 37
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 40
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 45
Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

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

Answer: B

NEW QUESTION 50
Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?
1. Providing an understanding of what strategy is
2. Ensuring a working relationship between the customer and service provider
3. Defining how value is created

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

Answer: D

NEW QUESTION 53
Which of the following provide value to the business from service strategy?
1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services

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

Answer: A

NEW QUESTION 54
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 55
Which of the following BEST describes service strategies' value to the business?

A. Allows higher volumes of successful change
B. Reduction in unplanned costs through optimized handling of service outages
C. Reduction in the duration and frequency of service outages
D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Answer: D

NEW QUESTION 57
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 61
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

Explanation: Topic 3, Generic concepts and definitions

NEW QUESTION 62
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 66
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 69
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 72
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 73
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 74
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 75
A Service design package (SDP) would normally be produced for which of the following?
1. A new IT service
2. A major change to an IT service
3. An emergency change to an IT service
4. 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 78
From the perspective of the service provider, who is the person or group that agrees their service targets?

A. The user
B. The customer
C. The supplier
D. The administrator

Answer: B

NEW QUESTION 79
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 81
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

NEW QUESTION 84
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 86
Which of these statements about resources and capabilities is CORRECT?

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

Answer: B

NEW QUESTION 91
Which one of the following are the two primary elements that create value for customers?

A. Value on investment (VOI) and return on investment (ROI)
B. Customer and user satisfaction
C. Service requirements and warranty
D. Resources and capabilities

Answer: D

NEW QUESTION 95
Which one of the following is the BEST description of a service level agreement (SLA)?

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

Answer: D

NEW QUESTION 97
Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

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

Answer: C

NEW QUESTION 98
Which of the following is the correct definition of an outcome?

A. The results specific to the clauses in a service level agreement (SLA)
B. The result of carrying out an activity, following a process or delivering an IT service
C. All the accumulated knowledge of the service provider
D. All incidents reported to the service desk

Answer: B

NEW QUESTION 102
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 106
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 110
Which of the following statements about standard changes are CORRECT?
1. The approach is pre-authorized
2. The risk is usually low and well understood
3. Details of the change will be recorded
4. Some standard changes will be triggered by the request fulfillment process

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

Answer: D

NEW QUESTION 113
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 117
Which of the following would NOT be contained in a release policy?

A. Naming and numbering conventions
B. Entry and exit criteria of the release into testing
C. Roles and responsibilities for the release
D. The risk register for the release

Answer: D

NEW QUESTION 118
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 120
Within service design, what is the key output handed over to service transition?

A. Measurement, methods and metrics
B. Service design package
C. Service portfolio design
D. Process definitions

Answer: B

NEW QUESTION 124
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 129
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 132
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 133
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 137
Which stage of the continual service improvement (CSI) approach is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

A. Where are we now?
B. Where do we want to be?
C. How do we get there?
D. Did we get there?

Answer: B

NEW QUESTION 139

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 143
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 147
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 151
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 156
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 159
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 161
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 163
Which statement about the emergency change advisory board (ECAB) is CORRECT?

A. The ECAB considers every high priority request for change
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 166
Which of the following statements BEST describes the aims of release and deployment management?

A. To build, test and deliver the capability to provide the services specified by service design
B. To ensure that each release package specified by service design consists of a set of related assets and service components
C. To ensure that all changes can be tracked, tested and verified if appropriate
D. To record and manage deviations, risks and issues related to the new or changed service

Answer: A

NEW QUESTION 170
The remediation plan should be evaluated at what point in the change lifecycle?

A. Before the change is approved
B. Immediately after the change has failed and needs to be backed out
C. After implementation but before the post implementation review
D. After the post implementation review has identified a problem with the change

Answer: A

NEW QUESTION 174
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 176
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 181
Consider the following list:
1. Change authority
2. Change manager
3. Change advisory board (CAB)
Which one of the following is the BEST description of the items above?

A. Job descriptions
B. Functions
C. Teams
D. Roles, people or groups

Answer: D

NEW QUESTION 186
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 187

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 191
Which process is responsible for low risk, frequently occurring, low cost changes?

A. Demand management
B. Incident management
C. Release and deployment management
D. Request fulfilment

Answer: D

NEW QUESTION 195
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 200
Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management
B. Change and release and deployment management
C. Incident and event management
D. Knowledge and service level management

Answer: C

NEW QUESTION 201
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 202
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 205
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 210
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 212
Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement
B. Change management
C. Service level management
D. Availability management

Answer: C

NEW QUESTION 213
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 214
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 215
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 218
Which process is responsible for ensuring that appropriate testing takes place?

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

Answer: B

NEW QUESTION 220
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 225
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 230
Which of the following types of service should be included in the scope of service portfolio management?
1. Those planned to be delivered
2. Those being delivered
3. Those that have been withdrawn from service

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

Answer: B

NEW QUESTION 231
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 232
Which of the following is an objective of business relationship management?

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

Answer: B

NEW QUESTION 236
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 241
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 243
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 247
Which one of the following is an objective of release and deployment management?

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

Answer: D

NEW QUESTION 252
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 254
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 256
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 259
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 260
Which process is responsible for the availability, confidentiality and integrity of data?

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

Answer: D

NEW QUESTION 262
Which one of the following statements about incident reporting and logging is CORRECT?

A. Incidents can only be reported by users
B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
C. All calls to the service desk must be logged as incidents
D. Incidents reported by technical staff must also be logged as problems

Answer: B

NEW QUESTION 263
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 268
With which process is problem management likely to share categorization and impact coding systems?

A. Incident management

B. Service asset and configuration management
C. Capacity management
D. IT service continuity management

Answer: A

NEW QUESTION 269
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 272
Which of the following would be examined by a major problem review?
1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

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

Answer: D

Explanation: Topic 7, Functions

NEW QUESTION 274
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 275
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 279
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 284
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 289
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 290
Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

A. The IT director
B. The process owner
C. The service owner
D. The customer

Answer: B

NEW QUESTION 294
Which role is accountable for the operational management of a process?

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

Answer: B

NEW QUESTION 297
Who is responsible for defining metrics for change management?

A. The change management process owner
B. The change advisory board (CAB)
C. The service owner
D. The continual service improvement manager

Answer: A

NEW QUESTION 298
Which role is responsible for carrying out the activities of a process?

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

Answer: D

NEW QUESTION 302
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 303
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 308
Which areas of service management can benefit from automation?
1. Design and modeling
2. Reporting
3. Pattern recognition and analysis
4. Detection and monitoring

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

Answer: D

Explanation: Topic 10, New Questions

NEW QUESTION 311
Which is a responsibility of a customer within the service level management process?

A. Negotiate third party contracts
B. Measure service availability
C. Supply good or services
D. Agree Service level targets

Answer: D

NEW QUESTION 313
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 316
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 321
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 324
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 326
What are the two MAJOR activities in problem management?

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

Answer: D

NEW QUESTION 330
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 335
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 340
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 342
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 345
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 349
What BEST describes the value of service transition to the business?

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

Answer: D

NEW QUESTION 353
Which of the following is an example of proactive 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 revels 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: B

NEW QUESTION 357
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 358
Which process analyses services that are no longer viable and when they should be retired?

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

Answer: B

NEW QUESTION 359
What is used to control a process?

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

Answer: C

NEW QUESTION 364
Which process works with change management to ensure only authorized components are used?

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

Answer: C

NEW QUESTION 366
What BEST describes the purpose of analyzing risk?

A. To assess impact and urgency
B. To assess impact and probability
C. To review remediation planning
D. To review transition planning

Answer: B

NEW QUESTION 367
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 371
Which is an objective of event management?

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

Answer: B

NEW QUESTION 375
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 378
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 383
Which is the CORRECT list of 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 387
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 388
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 390
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 391
Where should 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 392
Which statement about Business Cases is TRUE?

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

Answer: A

NEW QUESTION 393
What is the primary focus of component capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management

C. Management, control and prediction of the end-to-end performance and capacityof the live,operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: C

NEW QUESTION 394
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 399
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 403
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 408
Which of the following correctly states the relationship between urgency, priority and impact?

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

Answer: D

NEW QUESTION 409
Which lifecycle stage defines how value is created and delivered?

A. Service design
B. Service strategy
C. Continual service improvement
D. Service operation

Answer: B

Explanation: The objectives of service strategy includes :
? An understanding of what strategy is.
? A clear identification of the definition of services and the customers who use them.
? The ability to define how value is created and delivered.
? Means to identify opportunities to provide services and how to exploit them.
? A clear service provision model that articulates how services will be delivered and funded as well as to whom they will be delivered and for what purpose.

NEW QUESTION 411
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 413

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 415
In service design, which term describes services, technologies and tools?

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

Answer: C

NEW QUESTION 417
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 418
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 422
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 423
What do major incidents require?

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

Answer: A

NEW QUESTION 428
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 431
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 433
. Which is an outcome of service design?

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

Answer: B

NEW QUESTION 437
Which is the correct combination of items that makes up an IT service?

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

Answer: B

NEW QUESTION 439
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 440
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 444
Which process is responsible to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment?

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

Answer: C

NEW QUESTION 446
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 449
Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

A. External Customers
B. Suppliers
C. Operations

D. External Consultants

Answer: B

NEW QUESTION 452
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 457
What BEST defines roles and responsibilities in relation to process and activities?

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

Answer: D

NEW QUESTION 461
What does the term "Wisdom" represent within the Data-to-Information-to-Knowledge-to- Wisdom (DIKW)?

A. The complete collection of all data and data repositories in the organization
B. The knowledge to manage organization processes and people
C. The complete collection of all process management structures in the organization
D. The contextual awareness to provide strong common sense judgement

Answer: D

NEW QUESTION 464
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 468
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 472
Which is an objective of access management?

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

Answer: A

NEW QUESTION 475
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 480
. When should a known error be raised?

A. Only when the root cause is found and a workaround exists
B. As soon as it becomes useful to do so
C. Only when the error in the IT Service is found
D. As soon as the major problem procedure is executed

Answer: B

NEW QUESTION 484
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 486
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 490
What is the pre-authorized change known as?

A. A normal change
B. A retrospective change
C. A standard change
D. An ordinary change

Answer: C

NEW QUESTION 492
. Which is the CORRECT description of an outcome?

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

Answer: A

NEW QUESTION 497
Which formal agreement minimizes the risk of disputes that can occur between an IT service provider and an external supplier?

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

Answer: B

NEW QUESTION 498
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 501
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 503
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 506
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 507
Which stage of the service lifecycle identifies, defines and aligns the IT solution with the business requirements?

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

Answer: B

NEW QUESTION 510
How are groups, teams, departments and divisions classified?

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

Answer: B

NEW QUESTION 513
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