EXIN,Inc

Exam Questions ITIL-F

ITIL Foundation

NEW QUESTION 1
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 2
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 3
Which of the following is best definition of IT service management?

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

Answer: D

NEW QUESTION 4
Which of the following are classed as stakeholders in service management?
\1. Customers
\2. Users
\3. Suppliers

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

Answer: A

NEW QUESTION 5
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 6
What should a service always deliver to customers?

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

Answer: C

NEW QUESTION 7
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 8
Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
B. Public frameworks are always cheaper to adopt
C. Public frameworks are prescriptive and tell you exactly what to do
D. Proprietary knowledge has been tested in a wide range of environments

Answer: A

NEW QUESTION 9
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 10
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 10
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 14
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 18
What are customers of IT services who do NOT work in the same organization as the service provider known as?

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

Answer: B

NEW QUESTION 20
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 25
Which of the following is an enabler of best practice?

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

Answer: B

NEW QUESTION 27
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 28
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 30
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 34
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 36
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 39
Which statement should NOT be part of the value proposition for Service Design?

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

Answer: D

NEW QUESTION 40
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 45
Which of the following is NOT an objective of Continual Service Improvement?

A. Review and analyze Service Level Achievement results
B. Identify activities to improve the efficiency of service management processes
C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
D. Conduct activities to deliver and manage services at agreed levels to business users

Answer: D

NEW QUESTION 47
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 48
A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

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

Answer: A

NEW QUESTION 52
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 54
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 57
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 62
From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

A. User
B. Customer

C. Supplier
D. Administrator

Answer: B

NEW QUESTION 64
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 66
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 70
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 71
Which of the following would commonly be found in a contract underpinning an IT service?
1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

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

Answer: D

NEW QUESTION 74
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 79
The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

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

Answer: B

NEW QUESTION 82
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 83
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 85
Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

A. Change proposal
B. Change policy
C. Service request
D. Risk register

Answer: A

NEW QUESTION 89
Why is it important for service providers to understand patterns of business activity (PBA)?

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

Answer: C

NEW QUESTION 94
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 98
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 102
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 103
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 105
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 109
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 114
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 116
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 119
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 123
The BEST description of an incident is:

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

Answer: B

NEW QUESTION 126
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 127
Service design emphasizes the importance of the "Four Ps". These "Four P's" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

A. Profit
B. Preparation
C. Products
D. Potential

Answer: C

NEW QUESTION 129
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 131
Which of the following is NOT one of the five individual aspects of service design?

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

Answer: C

NEW QUESTION 132
Which one of the following do technology metrics measure?

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

Answer: A

NEW QUESTION 133
The consideration of value creation is a principle of which stage of the service lifecycle?

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

Answer: B

NEW QUESTION 135
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 140
What would be the next step in the continual service improvement (CSI) model after:
1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?

5. Did we get there? 6. ?

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

Answer: C

NEW QUESTION 142
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 144
Which of these should a change model include?
1. The steps that should be taken to handle the change
2. Responsibilities; who should do what, including escalation
3. Timescales and thresholds for completion of the actions
4. Complaints procedures

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

Answer: A

NEW QUESTION 148
What is the name of the group that should review changes that must be implemented faster than the normal change process?

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

Answer: B

NEW QUESTION 153
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 156
Which of the following are objectives of service level management?
1: Defining, documenting and agreeing the level of IT services to be provided 2: Monitoring, measuring and reporting the actual level of services provided 3: Monitoring and improving customer satisfaction
4: Identifying possible future markets that the service provider could operate in

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

Answer: A

NEW QUESTION 159
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 160
When can a known error record be raised?
1. At any time it would be useful to do so
2. After a workaround has been found

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

Answer: D

NEW QUESTION 162
Which of the following should be documented in an incident model?
1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident

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

Answer: B

NEW QUESTION 166
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 170
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 171
Which process is responsible for providing the rights to use an IT service?

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

Answer: B

NEW QUESTION 173
Which one of the following is NOT a valid purpose or objective of problem management?

A. To prevent problems and resultant incidents
B. To manage problems throughout their lifecycle
C. To restore service to a user
D. To eliminate recurring incidents

Answer: C

NEW QUESTION 177
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 180

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 185
Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

A. Categorization
B. Detection
C. Prioritization
D. Escalation

Answer: A

NEW QUESTION 188
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 191
Which process would ensure that utility and warranty requirements are properly addressed in service designs?

A. Availability management
B. Capacity management
C. Design coordination
D. Release management

Answer: C

NEW QUESTION 194
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 199
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
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 203
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 205
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 209
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 212
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 213
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 216
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 220
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 223
Which process has the following objective, 'Produce service design packages (SDPs) based on service charters and change requests'?

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

Answer: B

NEW QUESTION 225
Availability management is directly responsible for the availability of which of the following?

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

Answer: A

NEW QUESTION 228
Which one of the following 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 230
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 235
Which of the following is service transition planning and support NOT responsible for?

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

Answer: D

NEW QUESTION 240
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 243
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 247
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 249
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 252
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 257
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 261
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 262
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 263
Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

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

Answer: B

NEW QUESTION 264
Which two elements of financial management for IT services are mandatory?

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

Answer: C

NEW QUESTION 265
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 270
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 272
Which process or function is responsible for monitoring activities and events in the IT infrastructure?

A. Service level management
B. IT operations management
C. Capacity management
D. Incident management

Answer: B

NEW QUESTION 273
Which one of the following activities does application management perform?

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

Answer: B

NEW QUESTION 275
Which of the following service desk organizational structures are described in service operation?
1. Local service desk
2. Virtual service desk
3. IT help desk
4. Follow the sun

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

Answer: A

NEW QUESTION 276
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 281
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 286
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 287
Which of the following processes are performed by the service desk?
1. Capacity management
2. Request fulfilment
3. Demand management
4. Incident management

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

Answer: C

NEW QUESTION 290
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 293
Which one of the following functions would be responsible for the management of a data centre?

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

Answer: D

NEW QUESTION 296
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
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 300
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 303
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 304
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 309
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 312
A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

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

Answer: C

NEW QUESTION 316
Which of the following areas would technology help to support during the service lifecycle?
1. Data mining and workflow
2. Measurement and reporting
3. Release and deployment
4. Process design

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

Answer: D

NEW QUESTION 321
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 324
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

NEW QUESTION 328
WhatBESTdescribes the value of continual service improvement to the business?

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

Answer: B

NEW QUESTION 331
Which Functions are included in IT operations management?

A. Network management and application management
B. Technical management and change management
C. IToperations control and facilities management
D. Facilities management and release management

Answer: C

NEW QUESTION 336
What are the twoMAJORactivities in problem management?

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

Answer: D

NEW QUESTION 340
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 344
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 348
What is a characteristic of a process?

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

Answer: B

NEW QUESTION 353
Which of the following BEST describes a service level agreement (SLA.?

A. A written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties
B. A partnership developed between the IT service provider and the customer, so that a mutually beneficial agreement is reached
C. The key service targets and responsibilities of both parties that are used to hold each party accountable when disputes arise
D. An agreement between an IT service provider and another part of the same organization that assists with the provision of services

Answer: A

NEW QUESTION 356
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 360
Which processes ensure the targets in the underpinning contracts are appropriate?

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

Answer: B

NEW QUESTION 365
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 life cycle?

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 366
Which statement about stakeholders is TRUE?

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

Answer: A

NEW QUESTION 367
Which service life cycle stage provides the following values to the business?

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

Answer: C

NEW QUESTION 371
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 373
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 378
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 383
. 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 386
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 387
Which describes a proactive trigger for problem management?

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

Answer: D

NEW QUESTION 392
Which process has the following objective 'Establish new or changed services into supported environments within the predicted cost, time and resource estimates'?

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

Answer: B

NEW QUESTION 395
Which stage of the service life cycle 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 399
Which is the CORRECT list for the three levels of a multi-level service level agreement (SLA.?

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

Answer: B

NEW QUESTION 403
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 408
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 409
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 414
Which function is responsible for the closure of an incident record?

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

Answer: B

NEW QUESTION 416
Which describes an interface of incident management with service level management?

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

Answer: C

NEW QUESTION 421
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 425
Which term describes if a service is fit for use?

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

Answer: C

NEW QUESTION 428
Which statement about Business Cases is TRUE?

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

Answer: A

NEW QUESTION 430
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 434
The configuration management system is part of which system?

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

Answer: D

NEW QUESTION 439
What is the BEST description of a change proposal?

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

Answer: D

NEW QUESTION 442
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 447
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 452
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 453
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 456
What is used to control a process?

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

Answer: C

NEW QUESTION 461
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 464
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 465
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 469
Which one of the following is a correct definition of a supplier category?

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

Answer: C

NEW QUESTION 473
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 474
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 478
Which of the following are CORRECT Service Design Aspects?
1) Service Solutions for new or changed services
2) Management policies and guidelines
3) Business requirements technology and management architectures
4) Process requirements technology and management architectures

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

Answer: D

NEW QUESTION 482

What is the CORRECT definition of service management?

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

Answer: B

NEW QUESTION 483
In service design, which term describes services, technologies and tools?

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

Answer: C

NEW QUESTION 485
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 487
Which process has the objective to identify changes to the customer environment that could potentially impact the type, level or utilization of services provided?

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

Answer: D

NEW QUESTION 492
Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

A. Service transition
B. Service level management
C. Service operation.
D. Service Design.

Answer: A

NEW QUESTION 494
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 498
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 capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: C

NEW QUESTION 499
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 504
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