EXINInc

Exam Questions ITIL-F

ITIL Foundation

NEW QUESTION 1
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 2
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 3
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 4
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 5
What are customers of IT services who work in the same organization as the service provider known as?

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

Answer: D

NEW QUESTION 6
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 7
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 8
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 9
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 10
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 10
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 15
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 20
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 24
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 26
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 30
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 33
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 35
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 38
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 39
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 44
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 46
Which one of the following activities is NOT part of the Deming Cycle?

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

Answer: D

NEW QUESTION 50
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 55
What do customer perceptions and business outcomes help to define?

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

Answer: A

NEW QUESTION 60
Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

A. Implementing service and process improvements
B. Reviewing measurements and metrics
C. Creating a baseline
D. Defining measurable targets

Answer: D

NEW QUESTION 65
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 68
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 71
Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their 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 76
Which process would be used to compare the value that newer services have offered over those they have replaced?

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

Answer: C

NEW QUESTION 81
The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

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

Answer: C

NEW QUESTION 85
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 87
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 92
Which process will regularly analyze incident data to identify discernible trends?

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

Answer: B

NEW QUESTION 97
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 102
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 103
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 108
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 113
Which one of the following activities would be performed by access management?

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

Answer: D

NEW QUESTION 116
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 118
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 123
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 126
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 130
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 134
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 139
A process owner is responsible for which of the following?
1. Defining the process strategy
2. Assisting with process design
3. Improving the process
4. Performing all activities involved in a process

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

Answer: C

NEW QUESTION 142
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 146
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 149
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 150
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 154

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 155
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 157
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 162
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 165
Which statement about the known error database (KEDB. isCORRECT?

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 (CMD
C. and contains workarounds
D. It is maintained by problem management and is used by the service desk to help resolve incidents
E. It is maintained by incident management and contains solutions to be implemented by problem Management

Answer: C

NEW QUESTION 167
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 168
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 171

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 173
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 175
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 176
Which is an objective of the design coordination process?

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

Answer: A

NEW QUESTION 180
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 184
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 187
. 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 191
Which is the BEST definition of a supplier?

A. It is a third party responsible for supplying goods or services that are required to deliver IT services
B. It is a shared services unit that is responsible for supplying goods or services that are required to deliver IT services
C. It is a third party with responsibility for supplying goods or services that is agreed through an operational level agreement

D. It is a mixture of internal and external parties that are responsible for providing goods and services to its customer group

Answer: D

NEW QUESTION 195
Which of the following in NOT an objectives ofthe operations management function?

A. Swift application of skills to diagnose any IT Operations failures that occur
B. Delivering Operational improvements to achieve reduced costs.
C. Management of the definitive media library (DML)
D. Maintenance of status quo to achieve stability of day to day processes and activities

Answer: A

NEW QUESTION 196
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 201
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 205
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 206
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 207
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 212
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 213
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 214
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 217
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 222
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 223
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 225
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 228
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 233
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 237
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 242
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 245
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 248
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 253
In service design, which term describes services, technologies and tools?

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

Answer: C

NEW QUESTION 257
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 258
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 259
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 261
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 266
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