ISEB

Exam Questions ITILF

ITIL Foundation

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NEW QUESTION 1
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 2
Which of the following are objectives of service level management?
1: Defining, documenting and agreeing the level of FT 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 3
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 4
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 5
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 6
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 7
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 8
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 9
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 10
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 10
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 12
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 14
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 15
What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

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

Answer: B

NEW QUESTION 18
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 21
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 24
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 25
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 27
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 30
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 32
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 33
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 38
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 fulfilment process

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

Answer: D

NEW QUESTION 43
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 47
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 51
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 56
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 60
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 61
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 65
Which one of the following activities does application management perform?

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

Answer: B

NEW QUESTION 70
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 75
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 78
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 82
Which function or process would provide staff to monitor events in an operations bridge?

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

Answer: B

NEW QUESTION 87
Service design emphasizes the importance of the "Four Ps". These "Four Ps" 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 90

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 91
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 94
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, 3 and 4 only
B. 1, 3 and 4 only
C. 1, 2 and 3 only
D. All of the above

Answer: D

NEW QUESTION 97
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 101
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 106
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 109
Which of the following is an enabler of best practice?

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

Answer: B

NEW QUESTION 112
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 113
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 118
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 120
Which of the following CANNOT be provided by a tool?

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

Answer: C

NEW QUESTION 124
In which document would you expect to see an overview of actual service achievements against targets?

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

Answer: D

NEW QUESTION 126
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 130
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 134
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 138
Access management is closely related to which other process?

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

Answer: C

NEW QUESTION 139
Which of the following statements about service asset and configuration management is/are CORRECT?
1: A configuration item (CI) can exits as part of any numbers 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 140
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

NEW QUESTION 142
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 147
Which processes are responsible for the regular review of underpinning contracts?

A. Supplier management and service level management
B. Supplier management and change management
C. Availability management and service level management
D. Supplier management and availability management

Answer: A

NEW QUESTION 148
Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

A. Change management
B. IT service continuity management
C. Financial management for IT services
D. Service catalog management

Answer: B

Explanation:

Reference: http://wiki.en.it-processmaps.com/index.php/ITIL_V3_Service_Design (See IT service continuity management)

NEW QUESTION 152
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 154
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 155
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 158
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 fulfillment, and access management
B. Event management, incident management, change management, and access management
C. Incident management, problem management, service desk, request fulfillment, and event management
D. Incident management, service desk, request fulfillment, access management, and event management

Answer: A

NEW QUESTION 163
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 165
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 169
Which of the following is the BEST reason for categorizing incidents?

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

Answer: A

NEW QUESTION 170
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

Explanation:
Reference: http://wiki.en.it-processmaps.com/index.php/Event_Management

NEW QUESTION 175
Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?

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

Answer: B

NEW QUESTION 179
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 183
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 184
Which one of the following statements is CORRECT?

A. The configuration management system is part of the known error database
B. The service knowledge management system is part of the configuration management system
C. The configuration management system is part of the service knowledge management system
D. The configuration management system is part of the configuration management database

Answer: C

NEW QUESTION 188
Which one of the following is NOT the responsibility of service catalogue management?

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

Answer: B

NEW QUESTION 190
Which one of the following is the BEST description of a service-based service level agreement (SLA)?

A. An agreement with an individual customer group, covering all the services that they use
B. An agreement that covers one service for a single customer
C. An agreement that covers service specific issues in a multi-level SLA structure
D. An agreement that covers one service for all customers of that service

Answer: D

NEW QUESTION 194
Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle
B. To proactively prevent all outages to IT services

C. To design and build processes which will meet business needs
D. To deliver and manage IT services at agreed levels to business users and customers

Answer: D

NEW QUESTION 199
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 200
What is the primary focus of business 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: D

NEW QUESTION 203
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 205
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 208
Which of the following are within the scope of service asset and configuration management?
1: Identification of configuration items (CIs)
2: Recording relationships between CIs
3: Recording and control of virtual CIs
4: Approving finance for the purchase of software to support service asset and configuration management

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

Answer: A

NEW QUESTION 213
Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

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

Answer: C

NEW QUESTION 218
Which of the following is the BEST description of a service-based service level agreement (SLA)?

A. The SLA covers one service, for all the customers of that service

B. The SLA covers an individual customer group for all services they use
C. An SLA that covers all customers for all services
D. An SLA for a service with no customers

Answer: A

NEW QUESTION 220
What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

A. Serviceability
B. Availability
C. Capacity
D. Continuity

Answer: B

NEW QUESTION 221
Which of the following are types of service defined in ITIL?
1: Core
2: Enabling
3: Special

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

Answer: C

NEW QUESTION 222
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 225
The definitive media library is the responsibility of:

A. Facilities management
B. Access management
C. Request fulfillment
D. Service asset and configuration management

Answer: D

NEW QUESTION 226
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 227
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 229
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 231
Which of these recommendations is best practice for service level management?
1: Include legal terminology in service level agreements (SLAs)
2: It is NOT necessary to be able to measure all the targets in an SLA

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

Answer: D

NEW QUESTION 234
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 237
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 240
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 242
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 244
Which process would you MOST expect to be involved in the management of underpinning contracts?

A. Change management
B. Service catalogue management
C. Supplier management
D. Release and deployment management

Answer: C

NEW QUESTION 247
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 251
Which of the following should be done when closing an incident?
1: Check the incident categorization and correct it if necessary
2: Check that the user is satisfied with the outcome

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

Answer: B

NEW QUESTION 255
Which of the following is NOT the responsibility of Service Catalogue Management?

A. Ensuring that all operational services are recorded in the Service Catalogue
B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
C. Ensuring that information in the Service Catalogue is accurate
D. Ensuring that information within the Service Pipeline is accurate

Answer: D

NEW QUESTION 259
What is the entry point or the first level of the V model?

A. Customer / Business Needs
B. Service Release
C. Service Requirements
D. Service Solution

Answer: A

NEW QUESTION 264
A Service Level Agreement is?

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

Answer: B

NEW QUESTION 268
Major Incidents require:

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

Answer: D

NEW QUESTION 272
Which process is responsible for frequently occurring changes where risk and cost are low?

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

Answer: B

NEW QUESTION 276
Which of these statements about Service Desk staff is CORRECT?

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

Answer: C

NEW QUESTION 280
In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

Answer: D

NEW QUESTION 284
What is the definition of an Alert?

A. An error message to the user of an application
B. A warning that a threshold has been reached or that something has changed
C. A type of Incident
D. An audit report that indicates areas where IT is not performing according to agreed procedures

Answer: B

NEW QUESTION 289
Which of the following is the BEST definition of an Incident?

A. A warning that a threshold has been reached, something has changed, or a failure has occurred
B. An unplanned interruption to an IT service or reduction in the quality of an IT service
C. A change of state which has significance for the management of a Configuration Item or IT Service
D. Loss of ability to operate to specification, or to deliver the required output

Answer: B

NEW QUESTION 291
Which process is responsible for frequently occurring changes where risk and cost are low?

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

Answer: B

NEW QUESTION 293
Which 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 295
Which is the correct combination of Service Management terms across the Lifecycle?

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

Answer: C

NEW QUESTION 299
What is the entry point or the first level of the V model?

A. Service Solution
B. Customer / Business Needs
C. Service Release
D. Service Requirements

Answer: B

NEW QUESTION 302
Which of these would fall outside the scope of a typical service change management process?

A. A change to a contract with a supplier
B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
C. An urgent need to replace a CPU to restore a service during an incident
D. A change to a business process that depends on IT Services

Answer: D

NEW QUESTION 306
What type of improvement should be achieved by using the Deming Cycle?

A. Rapid, one-off improvement
B. Return on investment within 12 months
C. Quick wins
D. Steady, ongoing improvement

Answer: D

NEW QUESTION 307
A consultant has made two recommendations to you in a report:
1: To include legal terminology in your Service Level Agreements (SLAs)
2: It is not necessary to be able to measure all the targets in an SLA
Which of the recommendations conform to Service Level Management good practice?

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

Answer: D

NEW QUESTION 310
What are Request Models used for?

A. Capacity Management
B. Modelling arrival rates and performance characteristics of service requests
C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
D. Identifying frequently received user requests and defining how they should be handled

Answer: D

NEW QUESTION 311
What is the definition of an Alert?

A. An error message to the user of an application
B. An audit report that indicates areas where IT is not performing according to agreed procedures
C. A warning that a threshold has been reached or that something has changed
D. A type of Incident

Answer: C

NEW QUESTION 313
"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

A. Functions and Processes
B. Markets and Customers
C. Applications and Infrastructure
D. People, products and technology

Answer: A

NEW QUESTION 315
Which of the following statements is CORRECT?

A. IT Service Continuity Management can only take place once Business Continuity Management has been established
B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
C. Business Continuity Management and IT Service Continuity Management must be established at the same time
D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Answer: B

NEW QUESTION 319
Which of the following is commonly found in a contract underpinning an IT service?Financial arrangements related to the contract Description of the goods or service provided 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 322
Which of the following is NOT a responsibility of service transition?

A. To ensure that a service can be managed, operated and supported within constraints specified by design
B. To design and develop capabilities for service management
C. To provide quality knowledge of change and release and deployment management
D. To plan the resource requirements to manage a release

Answer: B

NEW QUESTION 324
What is most likely to cause a loss of faith in the Service Level Management process?

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

Answer: C

NEW QUESTION 325
Which role is accountable for a specific service within an organization?

A. The Service Level Manager
B. The Business Relationship Manager
C. The Service Owner
D. The Service Continuity Manager

Answer: C

NEW QUESTION 328
Which of the following defines the level of protection in Information Security Management?

A. The IT Executive
B. The ISO27001 Standard
C. The Business
D. The Service Level Manager

Answer: C

NEW QUESTION 332
Which of the following is one of the primary objectives of Service Strategy?

A. To design and build processes that will meet business needs
B. To provide detailed specifications for the design of IT services
C. To transform Service Management into a strategic asset
D. To underscore the importance of services in the global economy

Answer: B

NEW QUESTION 336
Which of the following is the goal or 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 340
As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?
1) An internal service provider embedded within a business unit
2) An internal service provider that provides shared IT services
3) An external service provider

A. All of the above
B. 1 and 2 only

C. 1 and 3 only
D. 2 and 3 only

Answer: A

NEW QUESTION 343
Which Function would provide staff to monitor events in an Operations Bridge?

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

Answer: C

NEW QUESTION 348
Which process will regularly analyze incident data to identify discernable trends?

A. Service Level Management
B. Problem Management
C. Change Management
D. Event Management

Answer: B

NEW QUESTION 352
There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?
1: Progress
2: Effectiveness
3: Efficiency
4: ?

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

Answer: C

NEW QUESTION 353
Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

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

Answer: D

NEW QUESTION 356
The difference between a Service Level Agreement (SLA) and an Operional Level Agreement (OLA) is that:

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

Answer: A

NEW QUESTION 357
The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

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

Answer: B

NEW QUESTION 360
Which of the following statements about communication within Service Operation are CORRECT?
1: All communication must have an intended purpose or resultant action
2: Communication should not take place without a clear audience

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

Answer: C

NEW QUESTION 364
Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
D. Service Catalogue and Service Portfolio are different names for the same thing

Answer: C

NEW QUESTION 366
Match the following activities with the Deming Cycle stages
1: Monitor, Measure and Review
2: Continual Improvement
3: Implement Initiatives
4: Plan for Improvement

A. 1 Plan, 2 Do, 3 Check, 4 Act
B. 3 Plan, 2 Do, 4 Check, 1 Act
C. 4 Plan, 3 Do, 1 Check, 2 Act
D. 2 Plan, 3 Do, 4 Check, 1 Act

Answer: C

NEW QUESTION 367
Identity and Rights are two major concepts involved in which one of the following processes?

A. Access Management
B. Facilities Management
C. Event Management
D. Demand Management

Answer: A

NEW QUESTION 370
What are the publications that provide guidance specific to industry sectors and organization types known as?

A. The Service Strategy and Service Transition books
B. The ITIL Complementary Guidance
C. The Service Support and Service Delivery books
D. Pocket Guides

Answer: B

NEW QUESTION 373
Which of the following are goals of Service Operation?
1: To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business
2: The successful release of services into the live environment

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

Answer: A

NEW QUESTION 376
In which of the following situations should a Problem Record be created?

A. An event indicates that a redundant network segment has failed but it has not impacted any users
B. An Incident is passed to second-level support
C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents
D. Incident Management has found a workaround but needs some assistance in implementing it

Answer: C

NEW QUESTION 379
Which 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 383
Contracts relating to an outsourced Data Centre would be managed by?

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

Answer: D

NEW QUESTION 384
Which Function would provide staff to monitor events in a Network Operations Centre?

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

Answer: A

NEW QUESTION 388
What are the processes within Service Operation?

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

Answer: A

NEW QUESTION 391
Which of the following Availability Management activities are considered to be proactive as opposed to reactive?
1) Risk assessment
2) Testing of resilience mechanisms
3) Monitoring of component availability

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

Answer: B

NEW QUESTION 393
Which of the following is the BEST description of a Business Case?

A. A decision support and planning tool that projects the likely consequences of a business action
B. A portable device designed for the secure storage and transportation of important documents
C. A complaint by the business about a missed service leve
D. The terms and conditions in an IT outsource contrac

Answer: A

NEW QUESTION 396
Which process lists "Understanding patterns of business activity" as a major role?

A. Demand Management
B. Supplier Management
C. Service Desk
D. Request Fulfillment

Answer: A

NEW QUESTION 399

Which of the following activities is be performed by access management?

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

Answer: D

NEW QUESTION 404
Which of the following are objectives of Service Design?
1) Design Services to satisfy business objectives.
2) Identify and manage risk.
3) Design effective and efficient processes
4) Design a secure and resilient IT infrastructure.

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

Answer: D

NEW QUESTION 406
Identify the input to the Problem Management process.

A. Request for Change
B. Problem Resolution
C. Incident Records
D. New Known Errors

Answer: C

NEW QUESTION 410
In the phrase "People, Processes, Products and Partners". Products refers to:

A. IT Infrastructure and Applications
B. Services, technology and tools
C. Goods provided by third parties to support the IT Services
D. All assets belonging to the Service Provider

Answer: B

NEW QUESTION 412
Customer perceptions and business outcomes help lo define what?

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

Answer: A

Explanation:

Reference: http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_managem ent_250909

NEW QUESTION 413
Which model delivers a view of the services, assets and infrastructure?

A. Incident Model
B. Problem Model
C. Configuration Model
D. Change Model

Answer: C

NEW QUESTION 417
Which of the following is the CORRECT definition of a Release Unit?

A. A measurement of cost
B. A function described within Service Transition
C. The team of people responsible for implementing a release
D. The portion of a service or IT infrastructure that is normally released together

Answer: D

NEW QUESTION 418
The design of IT services requires the effective and efficient use of what?

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

Answer: C

NEW QUESTION 421
Which of the following is an example of capabilities?

A. Menu driven range of facilities used to access service requests
B. Calls to the service desk to register standard changes
C. A software update downloaded automatically to all laptops in an organization
D. Software to allow programmers to debug code

Answer: B

Explanation:

Reference: http://www.knowledgetransfer.net/dictionary/ITIL/en/Capability.htm

NEW QUESTION 422
The Supplier Management process includes:
1: Service Design activities, to ensure that contracts will be able to support the service requirements
2: Service Operation activities, to monitor and report supplier achievements
3: Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

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

Answer: C

NEW QUESTION 427
Which of the following availability management activities are considered to be proactive as opposed to reactive?
1) Monitoring system availability
2) Designing availability into a proposed solution

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

Answer: D

NEW QUESTION 432
Which of the following activities is NOT a part of the Deming Cycle?

A. Act
B. Plan
C. Do
D. Coordinate

Answer: D

NEW QUESTION 436
Which of the following statements is CORRECT?

A. Process owners are more important to service management than service owners
B. Service owners are more important to service management than process owners
C. Service owners are as important to service management as process owners
D. Process owners and service owners are not required within the same organization

Answer: C

NEW QUESTION 437
Which core publication will you find detailed descriptions of service catalog management, information security and support management?

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

D. Service operation

Answer: B

Explanation:
Reference: http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design

NEW QUESTION 442
Which of the following is NOT defined as part of every process?

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

Answer: C

NEW QUESTION 443
Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?

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

Answer: A

NEW QUESTION 446
Which of the following is an example of self-help capabilities?

A. Menu-driven range of facilities used to access service requests
B. Calls to the service desk to register standard changes
C. A software update downloaded automatically to all laptops in an organization
D. Software to allow programmers to debug code

Answer: A

NEW QUESTION 451
Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

A. Availability Management
B. Demand Management
C. Financial Management
D. Service Level Management

Answer: B

NEW QUESTION 453
A single Release unit, or a structured set of Release units can be defined within:

A. The RACI Model
B. A Release Package
C. A Request Model
D. The Plan, Do, Check, Act (PDCA) cycle

Answer: B

NEW QUESTION 457
Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

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

Answer: A

NEW QUESTION 460
Which of the following activities is NOT a part of the Derning Cycle?

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

Answer: D

Explanation:

Reference: http://itilblues.wordpress.com/2010/03/10/mush-and-room-6-the-deming-cycle/

NEW QUESTION 461
Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

A. The Service Level Manager
B. The Configuration Manager
C. The Change Manager
D. The Information Security Manager

Answer: D

NEW QUESTION 463
Which is the BEST definition of a Configuration Item (CI)?

A. An item of hardware or software registered in the asset database
B. A collection of information used to describe a hardware or software item
C. An asset, service component or other item that is, or will be, under the control of Configuration Management
D. Information recorded by the Service Desk when an Incident is reported

Answer: C

NEW QUESTION 466
Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

A. The Service Level Manager
B. The IT Service Continuity Manager
C. The Service Catalogue Manager
D. The Supplier Manager

Answer: D

NEW QUESTION 471
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