

# ISEB

## Exam Questions ITILF

ITIL Foundation



#### NEW QUESTION 1

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 2

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 3

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 4

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 5

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

**Answer: A**

#### NEW QUESTION 6

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 7

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

**Answer: C**

#### NEW QUESTION 8

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 9

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 10

Which process is responsible for managing relationships with vendors?

- A. Change management
- B. Service portfolio management
- C. Supplier management
- D. Continual service improvement

**Answer: C**

#### NEW QUESTION 10

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 11

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 16

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be operated, managed and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge and information about services and service assets
- D. To plan and manage the capacity and resource requirements to manage a release

**Answer: B**

#### NEW QUESTION 21

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

**Answer: A**

#### NEW QUESTION 25

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 27**

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

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?
- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

**Answer: D**

**NEW QUESTION 28**

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 31**

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 33**

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 34**

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 36**

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

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

**Answer: C**

**NEW QUESTION 41**

Within service design, what is the key output handed over to service transition?

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

**Answer:** B

**NEW QUESTION 45**

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 49**

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 50**

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 52**

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 57**

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 59**

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 60**

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

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

**Answer:** A

**NEW QUESTION 64**

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 65**

Where would you expect incident resolution targets to be documented?

- A. A service level agreement (SLA)
- B. A request for change (RFC)
- C. The service portfolio
- D. A service description

**Answer:** A

**NEW QUESTION 67**

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Answer:** B

**NEW QUESTION 69**

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 72**

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**

What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the service provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

**Answer:** A

**NEW QUESTION 78**

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 81**

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 83**

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 84**

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 86**

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 90**

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

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

**Answer: D**

**NEW QUESTION 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 92**

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 95**

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 100**

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 101**

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 105**

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

**Answer: C**

**NEW QUESTION 106**

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 110**

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 114**

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 119**

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 124**

Which of the following statements about service asset and configuration management is/are CORRECT?

- 1: A configuration item (CI) can exist as part of any number of other CIs at the same time
- 2: Choosing which CIs to record will depend on the level of control an organization wishes to exert.

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

**Answer: C**

**NEW QUESTION 127**

In which of the following areas would ITIL complementary guidance provide assistance?

- 1: Adapting best practice for specific industry sectors
- 2: Integrating ITIL with other operating models

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

**Answer: A**

**NEW QUESTION 128**

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 132**

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management
- B. Service portfolio management
- C. Service desk
- D. Business relationship management

**Answer: D**

**NEW QUESTION 136**

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 140**

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 141

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 structure an organization

**Answer:** D

#### NEW QUESTION 143

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

#### NEW QUESTION 145

Which one of the following is the BEST description of a major incident?

- A. An incident which is so complex that it requires root cause analysis before a workaround can be found
- B. An incident which requires a large number of people to resolve
- C. An incident logged by a senior manager
- D. An incident which has a high priority or a high impact on the business

**Answer:** D

#### NEW QUESTION 148

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 149

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 154

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 156

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 157**

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

**Answer: D**

**NEW QUESTION 162**

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

**Answer: B**

**NEW QUESTION 164**

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

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

**Answer: B**

**NEW QUESTION 165**

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

- 1: Monitoring system availability
- 2: Designing availability into a proposed solution

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

**Answer: D**

**NEW QUESTION 168**

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 171**

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 172**

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

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

**Answer: C**

**NEW QUESTION 173**

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 178**

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

**Answer: B**

**NEW QUESTION 182**

What are the categories of events described in the ITIL service operation book?

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

**Answer: C**

**NEW QUESTION 183**

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services are included
- B. All changes are mandated to be included
- C. Only changes to business critical systems are included
- D. Any changes that would benefit the organization are included

**Answer: D**

**NEW QUESTION 184**

Which of the following are types of service defined in ITIL?

- 1: Core
- 2: Enabling
- 3: Special

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

**Answer: C**

**NEW QUESTION 186**

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 187**

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 188**

Which of the following is NOT a source of best practice?

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

**Answer: B**

**NEW QUESTION 193**

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 198**

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 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. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: D**

**NEW QUESTION 201**

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

**Answer: A**

**NEW QUESTION 205**

What is the act of transforming resources and capabilities into valuable service better known as?

- A. Service management
- B. Incident management
- C. Resource management
- D. Service support

**Answer: A**

**NEW QUESTION 207**

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 208**

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

- 1: Details of failed changes

- 2: Updates to the change schedule
- 3: Reviews of completed changes

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

**Answer: A**

#### **NEW QUESTION 211**

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 213**

Which of the following processes are performed by the service desk?

- 1: Capacity management
- 2: Request fulfillment
- 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 217**

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 220**

Which of the following statements describes the objectives of service asset and configuration management?

- 1: To identify, control, report and verify service assets and configuration items (CIs)
- 2: To account for, manage and protect the integrity of service assets and configuration items
- 3: To establish and maintain an accurate and complete configuration management system
- 4: To document all security controls together with their operation and maintenance

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

**Answer: A**

#### **Explanation:**

Reference: [http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicetransition/service\\_asset/ITIL\\_guide%20to%20SA%20and%20CM%20management%20pdf](http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicetransition/service_asset/ITIL_guide%20to%20SA%20and%20CM%20management%20pdf). (see 'The purpose and objectives of service asset and configuration management; first and second bullet)

#### **NEW QUESTION 223**

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 224**

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 226**

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 228**

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

**Answer: A**

**NEW QUESTION 232**

Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

- A. Business Objectives, IT Objectives, Process Metrics
- B. Process Models, Goals and Objectives
- C. Vision and Strategy, Tactical Goals and Operational Goals
- D. Business and IT Strategy and Process Definitions

**Answer: C**

**NEW QUESTION 235**

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Service Desk Manager
- B. The Service Manager
- C. The Request Fulfillment Process Manager
- D. The Request Fulfillment Process Owner

**Answer: D**

**NEW QUESTION 238**

To add value to the business, what are the four reasons to monitor and measure?

- A. Evaluate; Diagnose; Justify; Intervene
- B. Validate; Direct; Justify; Improve
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

**Answer: C**

**NEW QUESTION 242**

Which of the following CANNOT be stored and managed by a tool?

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

**Answer: C**

**NEW QUESTION 247**

Which of the following sentences BEST describes a Standard Change?

- A. A change to the service provider's established policies and guidelines
- B. A pre-authorized change that has an accepted and established procedure
- C. A change that is made as the result of an audit
- D. A change that correctly follows the required change process

**Answer: B**

**NEW QUESTION 249**

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on responsiveness
- C. Vendor focused
- D. Extreme internal focus

**Answer: D**

**NEW QUESTION 251**

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

- A. Whether to buy an application or build it
- B. Should application development be outsourced
- C. Who the vendor of the storage devices will be
- D. Where the vendor of an application is located

**Answer: A**

**NEW QUESTION 252**

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

- 1: Agreeing targets in Service Level Agreements
- 2: Designing the service so it can meet the targets
- 3: Ensuring all needed contracts and agreements are in place

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

**Answer: A**

**NEW QUESTION 254**

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business objectives
- B. The objective of any IT process should be expressed in terms of business benefits and goals
- C. A process may define policies, standards and guidelines
- D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

**Answer: D**

**NEW QUESTION 258**

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Requirements, resources and capabilities needed and agreed
- B. Only requirements needed and agreed
- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

**Answer: A**

**NEW QUESTION 259**

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A. The sourcing and delivering of the components of requested standard services (e. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

**Answer: C**

**NEW QUESTION 261**

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 266**

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**

Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"

- A. Service Strategy
- B. Service Design
- C. Service Operation
- D. Service Transition

**Answer:** C

**NEW QUESTION 269**

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Services and Infrastructure
- B. Applications and Infrastructure
- C. Resources and Capabilities
- D. Utility and Warranty

**Answer:** C

**NEW QUESTION 270**

What is the definition of an Alert?

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

**Answer:** B

**NEW QUESTION 272**

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

**Answer:** C

**NEW QUESTION 274**

Major Incidents require:

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

**Answer:** D

**NEW QUESTION 277**

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

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

**Answer: C**

**NEW QUESTION 280**

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Request Fulfillment Process Manager
- B. The Request Fulfillment Process Owner
- C. The Service Manager
- D. The Service Desk Manager

**Answer: B**

**NEW QUESTION 284**

A plan for managing the end of a supplier contract should be created when?

- A. The contract is being negotiated
- B. The contract is about to be ended
- C. The Supplier Manager decides that there is a risk the contract might need to end soon
- D. The contract has been agreed

**Answer: A**

**NEW QUESTION 285**

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 286**

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 288**

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 291**

Effective release and deployment management enables the service provider to add value to the business by?

- A. Ensuring that all assets are accounted for
- B. Ensures that the fastest servers are purchased
- C. Delivering change, faster and at optimum cost and minimized risk
- D. Verifying the accuracy of all items in the configuration management database

**Answer: C**

**NEW QUESTION 295**

Which of the following questions does Service Strategy help answer with its guidance?

- 1: How do we prioritize investments across a portfolio?
- 2: What services to offer and to whom?
- 3: What are the Patterns of Business Activity (PBA)?

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

**Answer: D**

**NEW QUESTION 296**

Which of the following statements is INCORRECT?

- A. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- B. The SKMS is part of the Configuration Management System (CMS)
- C. The SKMS can include data on the performance of the organization
- D. The SKMS can include user skill levels

**Answer: B**

**NEW QUESTION 300**

Which of the following CANNOT be stored and managed by a tool?

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

**Answer: B**

**NEW QUESTION 303**

Which of the following CANNOT be stored and managed by a tool?

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

**Answer: D**

**NEW QUESTION 306**

Which of the following statements is CORRECT?

- A. The CMS is part of the Configuration Management Data Base (CMDB)
- B. The KEDB and the CMS form part of the larger SKMS
- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

**Answer: B**

**NEW QUESTION 308**

Which is the first step in the 7 Step Improvement Process?

- A. Prepare for action
- B. Define what you should measure
- C. Identify gaps in Service Level Agreement (SLA) achievement
- D. Where are we now?

**Answer: B**

**NEW QUESTION 309**

Which of the following is concerned with fairness and transparency?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

**Answer: B**

**NEW QUESTION 311**

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

**Answer: A**

**NEW QUESTION 314**

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle

- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

**Answer: C**

**NEW QUESTION 317**

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 318**

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place
- C. Ensure delivery and support of a service
- D. Ensure service Key Performance Indicators (KPIs) are reported

**Answer: C**

**NEW QUESTION 320**

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

**Answer: C**

**NEW QUESTION 324**

Which statement about Service Level Agreements (SLAs) is CORRECT?

- A. They must contain legal wording because of their importance
- B. There should always be a separate SLA for each specific customer
- C. The wording must be clear and concise to allow no room for ambiguity
- D. Changes to the SLA can only be requested by the customer

**Answer: C**

**NEW QUESTION 328**

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 329**

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of contract
- B. Development, negotiation and agreement of Organizational Level Agreements
- C. Development, negotiation and agreement of Service Level Agreement
- D. Development, negotiation and agreement of Service Portfolio

**Answer: A**

**NEW QUESTION 334**

Customer perceptions and business outcomes help to define what?

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

**Answer: A**

**NEW QUESTION 339**

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 342**

"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 344**

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 345**

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 346**

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 351**

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 352**

What does a service always deliver to customers?

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

**Answer: C**

**NEW QUESTION 356**

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

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

**Answer: D**

**NEW QUESTION 358**

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

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

**Answer: A**

**NEW QUESTION 362**

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

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

**Answer: C**

**NEW QUESTION 366**

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 369**

What is the objective of Access Management?

- A. To provide security staff for Data Centers and other buildings
- B. To manage access to computer rooms and other secure locations
- C. To manage access to the Service Desk
- D. To manage the right to use a service or group of services

**Answer: D**

**NEW QUESTION 372**

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

**Answer: B**

**NEW QUESTION 373**

Which 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 375**

Which of the following should be available to the Service Desk?

- 1: Known Error Data
- 2: Change Schedules
- 3: Service Knowledge Management System
- 4: The output from monitoring tools

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

**Answer: D**

**NEW QUESTION 377**

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 380**

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Access Management
- B. Incident Management
- C. Request Fulfillment
- D. Change Management

**Answer: A**

**NEW QUESTION 382**

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 384**

Defining the processes needed to operate a new service is part of:

- A. Service Design: Design the processes
- B. Service Strategy: Develop the offerings
- C. Service Transition: Plan and prepare for deployment
- D. Service Operation: IT Operations Management

**Answer: A**

**NEW QUESTION 389**

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 393**

Which of the following is the BEST definition of a Risk?

- A. Something that won't happen
- B. Something that will happen
- C. Something that has happened
- D. Something that might happen

**Answer: D**

**NEW QUESTION 394**

Service Design emphasizes the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

- A. People, Products, Partners, Profit
- B. People, Process, Products, Partners
- C. Potential, Preparation, Performance, Profit
- D. People, Potential, Products, Performance

**Answer: B**

#### NEW QUESTION 396

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 401

Which of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To plan and manage the resource requirements for releases
- C. To provide quality knowledge of incident and problem management
- D. To plan and manage entries in the service catalogu

**Answer: B**

#### NEW QUESTION 403

Which of the following questions does the guidance in service strategy help to answer?

- 1) What services should we offer and to whom?
- 2) How do we differentiate ourselves from competing alternatives?
- 3) How do we create value for our customers?

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

**Answer: D**

#### NEW QUESTION 408

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

**Answer: D**

#### NEW QUESTION 413

Which of the following should NOT be a concern of Risk Management?

- A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
- B. To ensure that the workplace is a safe environment for its employees and customers
- C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
- D. To ensure only the change requests with mitigated risks are approved for implementation

**Answer: D**

#### NEW QUESTION 414

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\\_management\\_250909](http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_management_250909)

**NEW QUESTION 416**

Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board
- B. A person that provides formal authorisation for a particular type of change
- C. A role, person or a group of people that provides formal authorisation for a particular type of change
- D. The Change Manager who provides formal authorisation for each change

**Answer: C**

**NEW QUESTION 417**

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

- 1) Incident Model
- 2) Known Error Record

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

**Answer: C**

**NEW QUESTION 421**

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 423**

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

**Answer: B**

**NEW QUESTION 428**

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

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

**Answer: A**

**NEW QUESTION 431**

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 435**

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 438**

Which process or function is responsible for the Definitive Media Library and Definitive Spares?

- A. Facilities Management
- B. Access Management
- C. Request Fulfilment
- D. Service Asset and Configuration Management

**Answer: D**

**NEW QUESTION 441**

When can a known error record be raised?

- 1) At any time when 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: C**

**NEW QUESTION 445**

Which of the following could BEST be described as "A decision support and planning tool that projects the likely consequences of a business action"?

- A. A Problem model
- B. A Service Improvement Plan (SIP)
- C. A Request for Change (RFC)
- D. A Business Case

**Answer: D**

**NEW QUESTION 446**

Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?

- A. The ITIL Complementary Guidance
- B. The Service Support book
- C. Pocket Guides
- D. The Service Strategy book

**Answer: A**

**NEW QUESTION 449**

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**

The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

- A. The utility of a service
- B. The warranty of a service
- C. The economic value of a service
- D. Return on investment

**Answer: A**

**NEW QUESTION 455**

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 458**

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 462**

Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

- 1) Allocate roles and responsibilities to work on CSI initiatives.
- 2) Measure and review that the CSI plan is executed and its objectives are being achieved.
- 3) Identify the scope, objectives and requirements for CSI.
- 4) Decision on implementation of further enhancement.

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

**Answer:** A

**NEW QUESTION 464**

Which of the following activities is NOT a part of the Deming 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 465**

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 467**

.....

## **Thank You for Trying Our Product**

### **We offer two products:**

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

### **ITILF Practice Exam Features:**

- \* ITILF Questions and Answers Updated Frequently
- \* ITILF Practice Questions Verified by Expert Senior Certified Staff
- \* ITILF Most Realistic Questions that Guarantee you a Pass on Your First Try
- \* ITILF Practice Test Questions in Multiple Choice Formats and Updates for 1 Year

**100% Actual & Verified — Instant Download, Please Click**  
**[Order The ITILF Practice Test Here](#)**