

20110310.EXIN.BrainDump.EX0-101.80q.vce

Number: ITIL-101
Passing Score: 650
Time Limit: 120 min
File Version: 1.0

Good luck in this preparation exam and am waiting you to tell me that you became an ITIL certified as me.

**Best Wishes
Qutaiba A. Ghanim**

Exam A

QUESTION 1

After a Change has been implemented, an evaluation is performed. What is this evaluation called?

- A. Forward Schedule of Changes (FSC)
- B. Post Implementation Review (PIR)
- C. Service Improvement Program (SIP)
- D. Service Level Requirement (SLR)

Answer: B

QUESTION 2

Defining the value and objectives of IT Services is the primary concern of which of the following elements of the Service Lifecycle?

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

Answer: A

QUESTION 3

The main objective of Availability Management is?

- A. To provide maximum availability for IT Services
- B. To ensure that service availability matches or exceeds the agreed needs of the business
- C. To ensure that all targets in Service Level Agreements (SLAs) for customers are continually delivered
- D. To guarantee availability levels for services and components

Answer: B

QUESTION 4

Which of the following is the CORRECT sequence of activities for handling an Incident?

- A. Identification, Logging, Categorization, Prioritization, Initial Diagnosis, Functional Escalation, Investigation and Diagnosis, Resolution and Recovery, Closure
- B. Identification, Prioritization, Logging, Categorization, Initial Diagnosis, Functional Escalation, Investigation and Diagnosis, Resolution and Recovery, Closure
- C. Identification, Logging, Initial Diagnosis, Categorization, Prioritization, Functional Escalation, Investigation and Diagnosis, Resolution and Recovery, Closure
- D. Identification, Investigation, Logging, Categorization, Functional Escalation, Prioritization, Initial Diagnosis, Resolution and Recovery, Closure

Answer: A

QUESTION 5

What is another term for Uptime?

- A. Mean Time Between Failures (MTBF)

- B. Mean Time to Restore Service (MTRS)
- C. Mean Time Between System Incidents (MTBSI)
- D. Relationship between MTBF and MTBSI

Answer: A

QUESTION 6

Which of the following is an objective of Continual Service improvement?

1. To improve process efficiency and effectiveness
2. To improve services
3. To improve all phases of Service Lifecycle except Service Strategy
4. To improve standards such as ISO/IEC 20000

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

Answer: A

QUESTION 7

What is the main reason for establishing a baseline?

- A. To standardize operation
- B. For later comparison
- C. For knowing the cost of services provided
- D. For roles and responsibility to be clear

Answer: B

QUESTION 8

Which aspect of Service Design is missing from the list below?

1. The design of services
2. The design of Service Management systems and tools
3. The design of technology architecture and management systems
4. The design of the measurement systems, methods and metrics to be used
5. ?

- A. The design of Functions
- B. The design of Service Level Agreements
- C. The design of applications
- D. The design of processes

Answer: D

QUESTION 9

Which is the first activity of the Continual Service Improvement (CSI) model?

- A. Assess the current business situation
- B. Understand the vision of the business
- C. Agree on priorities for improvement
- D. Create and verify a plan

Answer: B

QUESTION 10

Which ITIL process is involved in performing risk assessments and a business impact analysis to determine appropriate "countermeasures" to be implemented?

- A. Availability Management
- B. Problem Management
- C. IT Service Continuity Management
- D. Service Asset & Configuration Management

Answer: C

QUESTION 11

Which of the following areas would technology help to support during the Service Transition phase of the lifecycle?

1. Automated workflow of ITIL processes
2. Measurement and reporting systems
3. Distribution and installation of patches
4. Performance testing of new and modified services

- 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

QUESTION 12

Which of the following BEST describes the purpose of Event Management?

- A. To detect events, make sense of them and determine the appropriate control action
- B. To monitor interactions and exceptions within the infrastructure
- C. To monitor and control the activities of technical staff
- D. To detect and escalate exceptions to normal service operation

Answer: A

QUESTION 13

Which statement about the relationship between the Configuration Management System (CMS) and the Service Knowledge Management System (SKMS) is CORRECT?

- A. The SKMS is part of the CMS
- B. The CMS forms part of the SKMS
- C. The CMS and SKMS are the same thing
- D. There is no relationship between the CMS and the CKMS

Answer: B

QUESTION 14

Which of the following is NOT a step in the Continual Service Improvement (CSI) model?

- A. What is the vision?
- B. Did we get there?
- C. Is there budget?
- D. Where are we now?

Answer: C

QUESTION 15

Which of the following statements about Supplier Management is INCORRECT?

- A. Supplier Management ensures that suppliers meet business expectations
- B. Supplier Management provides capabilities for seamless quality in IT services
- C. Supplier Management negotiates internal and external agreements to support the delivery of services
- D. Supplier Management should be involved in all stages of the service lifecycle, from Strategy through Design and Transition to Operations and Improvement

Answer: C

QUESTION 16

"Warranty of a service" means which of the following?

- A. The service is fit for purpose
- B. Customers are assured of certain levels of availability, capacity, continuity and security
- C. The service has been tested appropriately with no errors being found
- D. All customers are given free support for the service for a stated period of time

Answer: B

QUESTION 17

A Process owner is responsible for which of the following?

- A. Purchasing tools to support the Process
- B. Defining the targets that will be used to evaluate process performance
- C. Ensuring that availability targets specified in SLAs are met
- D. Carrying out all the activities defined in the Process

Answer: B

QUESTION 18

Functions are best described as?

- A. Self-contained units of organizations
- B. Inter-related activities with a defined goal or output
- C. Closed loop control systems
- D. A team of IT staff who provide a single point of contact for all user communication

Answer: A

QUESTION 19

How do organizations use Resources and Capabilities in creating value?

- A. They are used to create value in the form of network availability
- B. They are used to create value in the form of goods and services
- C. They are used to create value to the IT organization for Service Design
- D. They are used to create value to the IT organization for Service Transition

Answer: B

QUESTION 20

IT Service Management is best described as?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services.
- B. The processes required to deliver and support services
- C. The processes that enable efficient IT service delivery and support
- D. A technically focused set of management practices for IT service delivery

Answer: A

QUESTION 21

ITIL can be best described as?

- A. A holistic, Service Lifecycle approach to ITSM based on international best practices
- B. Repeatable and adaptable ITSM processes
- C. An international standard for ITSM
- D. The best way for an organization to improve its IT service delivery and support

Answer: A

QUESTION 22

Processes can be described as?

- A. Activities designed to make delivering IT Services more effective and efficient
- B. People and the tools they use to carry out activities that gain revenue
- C. Inter-related activities carried out for the purpose of creating value for customers or stakeholders
- D. Capabilities used to reduce IT costs

Answer: C

QUESTION 23

The ITIL V3 framework is best described as?

- A. An Service Delivery Lifecycle
- B. An IT Management Lifecycle
- C. A Service Lifecycle
- D. An Infrastructure Lifecycle

Answer: C

QUESTION 24

Which of the following describes the four Ps of Service Design?

- A. A process for the design of effective services

- B. The Planning, Perspective, Position and People of Service Design
- C. Questions that should be asked when reviewing design specifications
- D. The People, Partner, Product and Process elements to be considered in the design of services

Answer: D

QUESTION 25

The scope of the Change Management process includes changes to services and other configuration Items (CIs) across the whole Service Lifecycle.

What types of changes are NOT usually included within the scope of change management?

- A. Changes to a mainframe computer
- B. Changes to Business Operations
- C. Changes to a Service Level Agreement
- D. The retirement of a service

Answer: B

QUESTION 26

Which process is responsible for recording relationships between service components?

- A. Service Level Management
- B. Service Portfolio Management
- C. Service Asset and Configuration Management
- D. Incident Management

Answer: C

QUESTION 27

Technical Management is NOT responsible for?

- A. Maintenance of the technical Infrastructure
- B. Documenting and maintaining the technical skills required to manage and support the IT Infrastructure
- C. Defining the Operational Level Agreements for the various technical teams
- D. Diagnosis of, and recovery from, technical failures

Answer: C

QUESTION 28

The BEST definition of an event is?

- A. An occurrence that is significant for the management of the IT Infrastructure or delivery of services
- B. An occurrence where a capacity threshold has been exceeded and an agreed Service Level has already been impacted
- C. A known system defect that causes low impact incidents
- D. A planned meeting between Service Level Managers and customers

Answer: A

QUESTION 29

The four stages of the Deming Cycle are?

- A. Plan, Measure, Monitor, Report
- B. Plan, Check, Re-Act, Implement
- C. Plan, Do, Act, Audit
- D. Plan, Do, Check, Act

Answer: D

QUESTION 30

The goal of Service Asset and Configuration Management is to?

- A. Account for all the financial assets of the organization
- B. Provide a logical model of the IT infrastructure
- C. Build service models to justify ITIL implementations
- D. Provide capabilities for managing documents across the organization

Answer: B

QUESTION 31

Learning and improvement is the PRIMARY concern of which of the following phases of the Service Lifecycle?

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

Answer: D

QUESTION 32

What is the difference between a Known Error and a Problem?

- A. The underlying cause of a Known Error is known. The underlying cause of a Problem is not known
- B. A Known Error involves an error in the IT infrastructure, A Problem does not involve such an error.
- C. A Known Error always originates from an Incident. This is not always the case with a Problem
- D. With a Problem, the relevant Configuration Items have been identified. This is not the case with a Known Error.

Answer: A

QUESTION 33

Which ITIL process is responsible for drawing up a charging system?

- A. Demand Management
- B. Supplier Management
- C. Financial Management for IT Services
- D. Service Level Management.

Answer: C

QUESTION 34

Which process reviews Operational Level Agreements (OLAs) on a regular basis?

- A. Supplier Management.
- B. Service Level Management
- C. Technical Management
- D. Contract Management

Answer: B

QUESTION 35

Who is authorized to establish an agreement with the IT organization for the purchase of IT Services?

- A. the user
- B. the Service Level Manager
- C. the Chief Information Officer
- D. the customer

Answer: D

QUESTION 36

Why should monitoring and measuring be used when trying to improve services?

- A. To validate, direct, justify and intervene.
- B. To validate, measure, monitor and change
- C. To validate, plan, act and improve
- D. To validate, assign resources, purchase technology and train people

Answer: A

QUESTION 37

There have been multiple incidents recorded by the Service Desk. It appears that the network is congested due to multiple connections. What kind of actions should the Service Desk analyst take in this instance?

- A. They should ask the Capacity Manager to expand the capacity of the network
- B. They should ask the Problem Manager to look into the problem right away
- C. They should ask the Security Manager to check whether too many authorizations may have been issued.
- D. They should ask the Service Level Manager to revise the Service Level Agreements (SLA) with a decreased availability target

Answer: B

QUESTION 38

What is the best definition of an Incident Model?

- A. A type of incident involving an authorized Configuration Item (CI)
- B. The template used by Service Desk analysts to record incidents
- C. A set of pre-defined steps to be followed when dealing with a known type of incident
- D. An Incident that is easy is solved at first contact

Answer: C

QUESTION 39

Which of the following is the BEST description of an Operational Level Agreement (OLA)?

- A. An agreement between IT Service Provider and another part of the same organization that assists in the provision of services
- B. A written agreement between the IT Service Provider and the IT customer(s) defining key targets and responsibilities required by the customer
- C. An agreement between two Service providers about the levels of service required by the customer
- D. An agreement between a 3rd party Service Desk and the It customer about fix and response times

Answer: A

QUESTION 40

What is the RACI model used for?

- A. Documenting the roles and relationships of stakeholders in a process or activity
- B. Defining requirements for a new service or process
- C. Analysing the business impact of an incident
- D. Creating a balanced scorecard showing the overall status of Service Management

Answer: A

QUESTION 41

What is the role of the Emergency Change Advisory Board (ECAB)?

- A. To make sure the Change Manager responds urgently to emergency changes
- B. To assist the Change Manager to implement urgent changes
- C. To assist the Change Manager in evaluating emergency changes and to decide whether the change should be approved
- D. To assist the Change Manager in rushing the emergency change process so that changes can occur quickly

Answer: C

QUESTION 42

Which of the following would be stored in the Definitive Media Library (DML)?

1. Copies of purchased software
2. Copies of internally developed software
3. Relevant license documentation
4. The Change Schedule

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

Answer: D

QUESTION 43

Which ITIL process ensures that the IT Services are restored as soon as possible in the case of a

malfunction?

- A. Change Management
- B. Incident Management
- C. Problem Management.
- D. Service Level Management

Answer: B

QUESTION 44

Which of the following are the three main types of metrics as defined in Continual Service Improvement (CSI)?

1. Process Metrics
2. User Metrics
3. Service Metrics
4. Technology Metrics
5. Customer Metrics

- A. 1, 2 and 3
- B. 2, 4 and 5
- C. 1, 3 and 4
- D. 1, 2 and 4

Answer: C

QUESTION 45

A Service Catalogue should contain which of the following?

- A. The License information of all software
- B. Decommissioned Services
- C. Proposed or in development Services
- D. Details of all operational services

Answer: D

QUESTION 46

A Service Level Package is best described as?

- A. A definite level of utility and warranty associated with a service package
- B. A description of customer requirements used to negotiate a Service Level Agreement
- C. A description of the value that the customer wants and for which they are willing to pay
- D. A document showing the Service Levels achieved during an agreed reporting period

Answer: A

QUESTION 47

A Service Owner is responsible for which of the following?

- A. Recommending improvements to services under their care
- B. Defining and documenting Service Requirements
- C. Carrying out the activities needed to support a Service.
- D. Reporting service levels back to the customer.

Answer: A

QUESTION 48

Incident Management has a value to the business by?

- A. Helping to minimize infrastructure cost of adding new technology.
- B. Enabling users to resolve Problems
- C. Finding permanent solutions to ineffective business processes
- D. Contributing to the reduction of outages.

Answer: D

QUESTION 49

Operations Control refers to?

- A. The managers of the Event and Access Management Processes
- B. Overseeing the monitoring and escalating of IT operational events and activities
- C. The tools used to monitor the status of the IT Network
- D. The situation where the Service Desk manager is required to monitor the status of the infrastructure when Service Desk Operators are not available

Answer: B

QUESTION 50

Which are the missing Service Operation processes from the following?

- 1. Incident Management
 - 2. Problem Management
 - 3. Event Management
 - 4. ?
 - 5. ?
-
- A. Access Management and Request Fulfillment
 - B. Event Management and Service Desk.
 - C. Facilities Management and Event Management.
 - D. Change Management and Service Level Management.

Answer: A

QUESTION 51

Which is correct.

- 1) CSI provides guidance on improving efficiency and effectiveness.
 - 2) CSI provides guidance on improvements to services
 - 3) CSI provides guidance on improvement of all phases except Service Strategy
 - 4) CSI provides guidance on measurement of processes
-
- A. 1 and 2 only
 - B. 2 only
 - C. 1, 2 and 4
 - D. All of the above

Answer: C

QUESTION 52

Which of the following BEST describes a Workaround?

- A. A Service Desk Operator uses a pre-defined technique to restore service as this Incident has been seen before
- B. A second level support person uses trial and error to solve an Incident. One of them works, but does not know why
- C. After reporting the problem to the Service Desk, the user works on another task while the problem is identified and resolved.
- D. A service works now and then, thus allowing the user to continue working with interrupted levels of performance while the support person resolves the problem.

Answer: A

QUESTION 53

Which of the following is a good use of a baseline?

- A. The desired end state of a project
- B. A marker or starting point for later comparison
- C. The current desktop models in use.
- D. The type of testing to be done for release

Answer: B

QUESTION 54

Which of the following is a responsibility of Service Level Management?

- A. Design the configuration management system from a business perspective
- B. Create technology metrics to align with customer needs
- C. Supporting the creation of a Business Service Catalogue
- D. Train service desk on how to deal with customer complaints about service

Answer: C

QUESTION 55

Which of the following is an activity of IT Service Continuity Management?

- A. advising end users of a system failure.
- B. documenting the fallback arrangements
- C. reporting regarding availability.
- D. guaranteeing that the Configuration Items are constantly kept up-to-date.

Answer: B

QUESTION 56

Which of the following is NOT an example of a Service Request?

- A. A user calls the Service Desk to order a toner cartridge
- B. A user calls the Service Desk because they would like to change the functionality of an application.
- C. A Manager submits a request for a new employee to be given access to an application

- D. A user logs onto an internal web site to download a licensed copy of software from a list of approved options

Answer: B

QUESTION 57

Which of the following statements are CORRECT about Functions?

1. They provide structure and stability to organizations
2. They are self-contained units with their own capabilities and resources
3. They rely on processes for cross-functional coordination
4. They are costlier to implement compared to processes

- A. 1, 2 and 3 only
B. 1, 2 and 4 only
C. All of the above
D. None of the above

Answer: A

QUESTION 58

Which of the following statements CORRECTLY defines Outsourcing delivery model options?

- A. Insourcing relies on internal resources; outsourcing relies on external organization(s) resources
B. Insourcing relies on external organization(s) resources; outsourcing relies on internal resources.
C. Insourcing relies on co-sourcing; outsourcing relies on partnerships
D. Insourcing relies on knowledge process outsourcing; outsourcing relies on application service provisioning.

Answer: A

QUESTION 59

Which of the following statements is CORRECT?

1. Only one person can be responsible for an activity or
2. Only one person can be accountable for an activity.

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

Answer: C

QUESTION 60

Which of the following best describes the primary objective of Knowledge Management?

- A. Auditing the configuration management system from a business perspective
B. Reducing the staffing requirements for the Service Desk and other support teams
C. To ensure reliable and secure information and data is available throughout the Service Lifecycle
D. To reduce the average Mean Time to Restore (MTTR) for incidents affecting Service availability

Answer: C

QUESTION 61

Consider the following statements Which of them CORRECT?

1. Service Transition provides guidance on transitioning new services into live environment
2. Service Transition provides guidance on releases
3. Service Transition provides guidance on the transfer of services to or from an external provider

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

Answer: C

QUESTION 62

Which activity in Service Asset & Configuration Management would help to ascertain which Configuration Items are undergoing maintenance at a particular moment in time?

- A. Control
- B. Verification and audit
- C. Identification.
- D. Status accounting

Answer: D

QUESTION 63

In which ITIL process are negotiations held with the customer about the availability and capacity levels to be provided?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services
- D. Service Level Management

Answer: D

QUESTION 64

The following options are considered within which process?

1. Big bang vs. Phased
 2. Push vs. Pull
 3. Automated vs. Manual
- A. Incident Management
 - B. Release and Deployment Management
 - C. Service Asset and Configuration Management
 - D. Service Catalogue Management

Answer: B

QUESTION 65

Which process reviews Operational Level Agreements (OLAs) on a regular basis?

- A. Supplier Management

- B. Service Level Management
- C. Service Portfolio Management
- D. Demand Management

Answer: D

QUESTION 66

Which of the following are objectives of the Release and Deployment Management process?

1. To develop a release and deployment policy
2. To ensure that training occurs for new service to operations and support staff
3. To ensure that new services are tested prior to release
4. To provide cost justifiable IT availability that is matched to the needs of the business

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

Answer: A

QUESTION 67

The Information Security policy should be available to which groups of people?

- A. Senior Business Managers and all IT staff
- B. Senior Business Managers, IT executives and the Security Manager
- C. All customers, users and IT staff
- D. Information Security Management only

Answer: C

QUESTION 68

Which of the following BEST describes a Local Service Desk structure?

- A. A Service Desk that also provides onsite technical support to its users
- B. A Service Desk where analysts only speak one language
- C. A Service Desk that is situated in the same location as the users it serves
- D. A Service Desk that could be in any physical location but uses telecommunications and systems to make it appear that they are in the same location

Answer: C

QUESTION 69

Which of the following is NOT one of the ITIL phases?

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

Answer: A

QUESTION 70

Which of the following statements is CORRECT about patterns of demand generated by the customer's business?

- A. They are driven by patterns of business activity
- B. It is impossible to predict how they behave
- C. It is impossible to influence demand patterns
- D. They are driven by the delivery schedule generated by capacity management

Answer: A

QUESTION 71

Which is NOT an objective of Service Design Phase?

- A. Ensure that IT staff are trained and able to carry out building and testing of new service
- B. Convert strategic objectives in portfolios of services and service assets
- C. Ensure production and maintenance of Service Catalogue
- D. Ensure cost justifiable capacity of service is matched to business needs

Answer: A

QUESTION 72

Demand Management is primarily used to.

- A. Increase customer perception
- B. Eliminate excess capacity needs
- C. Increase the value of IT Services
- D. Align business with IT needs

Answer: B

QUESTION 73

Learning and improvement is the primary concern of which of the following elements of the Service Lifecycle?

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

Answer: D

QUESTION 74

The Information Security Policy should be available to which groups of people?

- A. Senior Account managers and all IT staff
- B. Senior managers, IT executives and the Service Desk
- C. All customers, users and IT staff
- D. Information Security Management staff only

Answer: C

QUESTION 75

The objective of Service Asset and Configuration Management is best described as?

- A. To maximize the performance characteristics of Configuration Items (CIs) in
- B. To manage CIs from an operational perspective
- C. To ensure that assets and CIs deliver the business requirements they were designed to achieve
- D. To define and control the components of services and infrastructure and maintain accurate configuration records

Answer: D

QUESTION 76

The objective of the Change Management process is most accurately described as?

- A. Ensuring that all changes are recorded, managed, tested and implemented in a controlled manner
- B. Ensuring that emergency changes to IT infrastructure are managed efficiently and effectively
- C. Ensuring that changes have appropriate rollback plans in the event of a major incident
- D. Maximizing services by allowing changes to be made quickly

Answer: A

QUESTION 77

Which of the following is NOT an objective of Service Operation?

- A. Thorough testing, to ensure that services are designed to meet business needs
- B. To deliver and support IT Service
- C. To manage the technology used to deliver services
- D. To monitor the performance of technology and processes

Answer: A

QUESTION 78

Which statement about Value Creation through service is CORRECT?

- A. The customer's perception of the service is an important factor in Value Creation
- B. The value of a service can only ever be measured in financial terms
- C. Delivering customer outcomes is unimportant in the value of a service
- D. Service provider preferences drive the value perception of a service

Answer: A

QUESTION 79

Which of the following would NOT be stored in the Definitive Media Library (DML)?

- A. Master copies of authorized software
- B. Backups tapes of financial data
- C. Software licenses
- D. Master copies of controlled documentation

Answer: B

QUESTION 80

Which of the above is true for a major Incident.

- 1) requires shorter timescales
- 2) requires a separate system
- 3) requires a separate procedure

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

Answer: B