EX0-101 ITIL Foundation v.3

Exam A

QUESTION 1
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

QUESTION 2
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

QUESTION 3
Availability Management is responsible for availability of the:

A. Services and Components
B. Services and Business Processes
C. Components and Business Processes
D. Services, Components and Business Processes

Answer: A

QUESTION 4
Contracts are used to define:

A. The provision of IT services or business services by a Service Provider
B. The provision of goods and services by Suppliers
C. Service Levels that have been agreed between the Service Provider and their Customer
D. Metrics and Critical Success Factors (CSFs) in an external agreement

Answer: B

QUESTION 5
Which of the following is NOT an example of Self-Help capabilities?

A. Requirement to always call the Service Desk for service requests
B. Web front-end

C. Menu-driven range of self help and service requests

D. A direct interface into the back-end process-handling software

Answer: A

QUESTION 6
Who owns the specific costs and risks associated with providing a service?

A. The Service Provider

B. The Service Level Manager

C. The Customer

D. The Finance department

Answer: A

QUESTION 7
Which of the following are types of communication you could expect the functions within Service Operation to perform?

1. Communication between Data Centre shifts
2. Communication related to changes
3. Performance reporting
4. Routine operational communication

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Answer: D
Explanation/Reference:

QUESTION 8
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

QUESTION 9
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

QUESTION 10
Which of the following is the BEST definition of the term Service Management?

A. A set of specialised 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

QUESTION 11
Which of the following would be defined as part of every process?

1. Roles
2. Activities
3. Functions
4. Responsibilities

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

Answer: D
Explanation/Reference:

QUESTION 12
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
Explanation/Reference:

QUESTION 13
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

QUESTION 14
Which of the following is NOT a purpose of Service Transition?

A. To ensure that a service can be managed, operated and supported
B. To provide training and certification in project management
C. To provide quality knowledge of Change, Release and Deployment Management
D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

QUESTION 15
What is the BEST description of the purpose of Service Operation?

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

Answer: D

QUESTION 16
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

QUESTION 17
What is the BEST description of an Operational Level Agreement (OLA)?

A. An agreement between the service provider and another part of the same organization
B. An agreement between the service provider and an external organization
C. A document that describes to a customer how services will be operated on a day-to-day basis
D. A document that describes business services to operational staff

Answer: A

QUESTION 18
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

QUESTION 19
The BEST definition of an Incident is:

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

Answer: B

QUESTION 20
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

QUESTION 21
Which of the following BEST describes a Problem?

A. A Known Error for which the cause and resolution are not yet known
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

QUESTION 22
Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

A. People, Process, Partners, Suppliers

B. People, Process, Products, Technology
C. People, Process, Products, Partners
D. People, Products, Technology, Partners

Answer: C

QUESTION 23
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
Explanation/Reference:

QUESTION 24
Which of the following do Service Metrics measure?

A. Processes and functions
B. Maturity and cost
C. The end to end service
D. Infrastructure availability

Answer: C

QUESTION 25
The MAIN objective of Service Level Management is:

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

QUESTION 26
Which processes review Underpinning Contracts on a regular basis?

A. Supplier Management and Service Level Management

B. Supplier Management and Demand Management

C. Demand Management and Service Level Management

D. Supplier Management, Demand Management and Service Level Management

Answer: A

QUESTION 27
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

QUESTION 28
Which role or function is responsible for monitoring activities and events in the IT Infrastructure?

A. Service Level Management

B. IT Operations Management

C. Capacity Management

D. Incident Management

Answer: B

QUESTION 29
Consider the following list:

1. Change Authority
2. Change Manager
3. Change Advisory Board (CAB)

What are these BEST described as?

A. Job descriptions

B. Functions

C. Teams

D. Roles, people or groups

Answer: D
Explanation/Reference:

QUESTION 30
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 Fulfilment

Answer: A

QUESTION 31
Which of the following statements is CORRECT?

A. The Configuration Management System is part of the Known Error Data Base
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

QUESTION 32
Major Incidents require:

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

Answer: A

QUESTION 33
Which of the following statements about Incident reporting and logging is CORRECT?

A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service. This includes technical staff
C. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
D. Incidents reported by technical staff must be logged as Problems because technical staff manage infrastructure devices not services

Answer: B
Explanation/Reference:

QUESTION 34
What is the BEST description of a Major Incident?

A. An Incident that 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 high impact on the business

Answer: D

QUESTION 35
Which of the following should be done when closing an incident?

1. Check the incident categorization and correct it if necessary
2. Check that user is satisfied with the outcome

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

Answer: B
Explanation/Reference:

QUESTION 36
Which of the following statements correctly states the relationship between urgency, priority and impact?

A. Impact, priority and urgency are independent of each other
B. Urgency should be based on impact and priority
C. Impact should be based on urgency and priority
D. Priority should be based on impact and urgency

Answer: D

QUESTION 37
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

QUESTION 38
Which of the following BEST describes a Service Request?

A. A request from a User for information, advice or for a Standard Change
B. Anything that the customer wants and is prepared to pay for
C. Any request or demand that is entered by a user via a Self-Help web-based interface
D. Any Request for Change (RFC) that is low risk and can be approved by the Change Manager without a Change Advisory Board (CAB) meeting

Answer: A

QUESTION 39
Event Management, Problem Management, Access Management and Request Fulfilment are part of which stage of the Service Lifecycle?

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

Answer: C

QUESTION 40
Which of the following is NOT a valid objective of Request Fulfilment?

A. To provide information to users about what services are available and how to request them
B. To update the Service Catalogue with services that may be requested through the Service Desk
C. To provide a channel for users to request and receive standard services
D. To source and deliver the components of standard services that have been requested

Answer: B

QUESTION 41
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

QUESTION 42
Which of the following are Service Desk organizational structures?

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
Explanation/Reference:

QUESTION 43
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

QUESTION 44
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

QUESTION 45
Which of the following CANNOT be provided by a tool?

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

Answer: C

QUESTION 46
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

QUESTION 47
Which of the following areas would technology help to support during the Service Transition phase of the lifecycle?

1. Data mining and workflow tools
2. Measurement and reporting systems
3. Release and deployment technology
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: C
Explanation/Reference:

QUESTION 48
Which of the following are the two primary elements that create value for customers?

A. Value on Investment (VOI), Return on Investment (ROI)
B. Customer and User satisfaction
C. Understanding Service Requirements and Warranty
D. Utility and Warranty

Answer: D

QUESTION 49
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

QUESTION 50
What is the Service Pipeline?

A. All services that are at a conceptual or development stage
B. All services except those that have been retired
C. All services that are contained within the Service Level Agreement (SLA)
D. All complex multi-user services

Answer: A

QUESTION 51

Which of the following statements BEST describes a Definitive Media Library (DML)?

A. A secure location where definitive hardware spares are held
B. A secure library where definitive authorised versions of all media Configuration Items (CIs) are stored and protected
C. A database that contains definitions of all media CIs
D. A secure library where definitive authorised versions of all software and back-ups are stored and protected

Answer: B

QUESTION 52
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

QUESTION 53
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

QUESTION 54
Which Service Design process makes the most use of data supplied by Demand Management?

A. Service Catalogue Management
B. Service Level Management
C. IT Service Continuity Management
D. Capacity Management

Answer: D

QUESTION 55
Which of these are objectives of Service Level Management

1: Defining, documenting and agreeing the level of IT Services to be provided
2: Monitoring, measuring and reporting the actual level of services provided
3: Monitoring and improving customer satisfaction
4: Identifying possible future markets that the Service Provider could operate in

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

Answer: A
Explanation/Reference:

QUESTION 56
Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual Service Improvement
B. Business Relationship Management
C. Service Level Management
D. Availability Management

Answer: C

QUESTION 57
Which of the following does the Availability Management process include?

1. Ensuring services are able to meet availability targets
2. Monitoring and reporting actual availability
3. Improvement activities, to ensure that services continue to meet or exceed their availability goals

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

Answer: B
Explanation/Reference:

QUESTION 58
Reliability is a measure of:

A. The availability of a service or component
B. The level of risk that could impact a service or process
C. How long a service or component can perform its function without failing
D. A measure of how quickly a service or component can be restored to normal working

Answer: C

QUESTION 59
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

QUESTION 60
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
Explanation/Reference:

QUESTION 61
Data used to support the capacity management process should be stored in:

A. A configuration management database (CMDB)
B. A capacity database (CDB)
C. A configuration management system (CMS)
D. A capacity management information system (CMIS)

Answer: D

QUESTION 62
Which process contains the Business, Service and Component sub-processes?

A. Capacity Management
B. Incident Management
C. Service Level Management
D. Financial Management

Answer: A

QUESTION 63
IT Service Continuity strategy should be based on:

1: Design of the service technology
2: Business continuity strategy

3: Business Impact Analysis
4: Risk assessment

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

Answer: C
Explanation/Reference:

QUESTION 64
A change process model should include:

1 - The steps that should be taken to handle the change with any dependences or co-processing defined, including handling issues and unexpected events
2 - Responsibilities; who should do what, including escalation
3 - Timescales and thresholds for completion of the actions
4 - Complaints procedures

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

Answer: A
Explanation/Reference:

QUESTION 65
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

QUESTION 66
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

QUESTION 67
Which of the following statements BEST describes the aims of Release and Deployment Management?

A. To build, test and deliver the capability to provide the services specified by Service Design and that will accomplish the stakeholders requirements and deliver the intended objectives
B. To ensure that each Release package specified by Service Design consists of a set of related assets and service components that are compatible with each other
C. To ensure that all Release and Deployment packages can be tracked, installed, tested, verified and/or uninstalled or backed out if appropriate
D. To record and manage deviations, risks and issues related to the new or changed service

Answer: A

QUESTION 68
Which of the following BEST describes Technical Management?

A. A Function responsible for Facilities Management and building control systems
B. A Function that provides hardware repair services for technology involved in the delivery of service to customers
C. Senior managers responsible for all staff within the technical support Function
D. A Function that includes the groups, departments or teams that provide technical expertise and overall management of the IT Infrastructure

Answer: D

QUESTION 69
Which of the following functions would be responsible for management of a data centre?

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

Answer: D

QUESTION 70
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

QUESTION 71
A risk is:

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

Answer: D

QUESTION 72
A Service Level Agreement (SLA) is:

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

Answer: D

QUESTION 73
The information that is passed to Service Transition to enable them to implement a new service is called:

A. A Service Level Package
B. A Service Transition Package
C. A Service Design Package
D. A New Service Package

Answer: C

QUESTION 74
When should tests for a new service be designed?

A. At the same time as the service is designed
B. After the service has been designed, before the service is handed over to Service Transition
C. As part of Service Transition
D. Before the service is designed

Answer: A

QUESTION 75
Which of these is the correct set of steps for the Continual Service Improvement Model?

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

QUESTION 76
Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

1. Assessing the impact and cause of Incidents and Problems
2. Assessing the impact of proposed Changes
3. Planning and designing a Change to an existing service
4. Planning a technology refresh or software upgrade

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

Answer: B
Explanation/Reference:

QUESTION 77
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

QUESTION 78
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

QUESTION 79
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

QUESTION 80
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

QUESTION 81
Which of these is the BEST description of a release unit?

A. The portion of a service or IT infrastructure that is normally released together
B. The smallest part of a service or IT infrastructure that can be independently changed
C. The portion of a service or IT infrastructure that is changed by a particular release
D. A metric for measuring the effectiveness of the Release and Deployment Management process

Answer: A

QUESTION 82
Which of these is a reason for categorizing incidents?

A. To establish trends for use in Problem Management and other IT Service Management (ITSM) activities
B. To ensure that the correct priority is assigned to the incident
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

QUESTION 83
Which process is responsible for monitoring an IT Service and detecting when the performance drops below acceptable limits?

A. Service Asset and Configuration Management
B. Event Management
C. Service Level Management
D. Performance Management

Answer: B

QUESTION 84
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
Explanation/Reference:

QUESTION 85
Which process is responsible for low risk, frequently occurring, low cost changes?

A. Demand Management
B. Incident Management
C. Release and Deployment Management
D. Request Fulfilment

Answer: D

QUESTION 86
Who is responsible for defining Key Performance Indicators (KPIs) 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

QUESTION 87
Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

A. The IT Director
B. The Process Owner
C. The Service Owner
D. The Customer

Answer: B

QUESTION 88
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

QUESTION 89
The Service Catalogue Manager has responsibility for producing and maintaining the Service
Catalogue. One of their responsibilities would be ?

A. Negotiating and agreeing Service Level Agreement
B. Negotiating and agreeing Operational Level Agreements
C. Ensuring that the information within the Service Catalogue is adequately protected and backed-up.
D. Only ensure that adequate technical resources are available.

Answer: C

QUESTION 90
Access Management is closely related to which other processes?

A. Availability Management only
B. Information Security Management and 3rd line support
C. Information Security Management and Availability Management
D. Information Security Management only

Answer: C

QUESTION 91
One of the five major aspects of Service Design is the design of service solutions.
Which of the following does this include?

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

Answer: D

QUESTION 92
A process owner is responsible for which of the following?

1. Documenting the process
2. Defining process Key Performance Indicators (KPIs)
3. Improving the process
4. Ensuring process staff undertake the required training

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

Answer: B
Explanation/Reference:

QUESTION 93
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

QUESTION 94
Which of the following statements is INCORRECT?
The Service Owner:

A. Is responsible for the day-to-day monitoring and operation of the service they own
B. Is responsible for continual improvement and the management of change affecting the service they own
C. Is a primary stakeholder in all of the underlying IT processes which support the service they own
D. Is accountable for a specific service within an organization

Answer: A

QUESTION 95
A Process Owner has been identified with an "I" in a RACI matrix.
Which of the following would be expected of them?

A. Tell others about the progress 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

QUESTION 96
Which of the following is NOT the responsibility of the Service Catalogue Manager?

A. Ensuring that information in the Service Catalogue is accurate
B. Ensuring that information within the Service Pipeline is accurate
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

QUESTION 97

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

A. Process Manager
B. Service Catalogue Manager
C. Supplier Manager
D. IT Designer/Architect

Answer: C

QUESTION 98
A Service Design Package should 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. 1, 2 and 3 only
B. 1, 2 and 4 only
C. 1, 3 and 4 only
D. All of the above

Answer: B
Explanation/Reference:

QUESTION 99
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
Explanation/Reference:

QUESTION 100
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

QUESTION 101
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

QUESTION 102
Which of the following provides resources to resolve operational and support issues during Release and Deployment?

A. Early Life Support

B. Service Test Manager

C. Evaluation

D. Release Packaging and Build Manager

Answer: A

QUESTION 103
What does a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Answer: C

QUESTION 104
Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

A. Service Design

B. Service Transition

C. Service Strategy

D. Service Operation

Answer: C

QUESTION 105

Which of the following is MOST concerned with the design of new or changed services?

A. Change Management
B. Service Transition
C. Service Strategy
D. Service Design

Answer: D

QUESTION 106
Which of the following is concerned with fairness and transparency?

A. Capacity Management
B. Governance
C. Service Strategy
D. Service Level Management

Answer: B

QUESTION 107
Which 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 users of that service

Answer: D

QUESTION 108
Where should details of a Workaround always be documented?

A. The Service Level Agreement (SLA)
B. The Problem Record
C. The Availability Management Information System
D. The IT Service Continuity Plan

Answer: B

QUESTION 109
Why are public frameworks and standards (such as ITIL) attractive when compared to proprietary knowledge?

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

Answer: A

QUESTION 110
Which of the following is NOT a benefit of using public frameworks and standards?

A. Knowledge of public frameworks is more likely to be widely distributed
B. They are always free ensuring they can be implemented quickly
C. They are validated across a wide range of environments making them more robust
D. They make collaboration between organizations easier by giving a common language

Answer: B

QUESTION 111
Which of the following statements about processes is CORRECT?

1. A process is always organized around a set of objectives
2. A process should be documented

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

Answer: C
Explanation/Reference:

QUESTION 112
Which of the following statements about processes is INCORRECT?

A. They are units of organizations designed to perform certain types of work
B. We must be able to measure them in a relevant manner
C. They deliver specific results
D. They respond to specific events

Answer: A

QUESTION 113
Which of the following are aspects of Service Design?

1. Architectures
2. Technology
3. Service Management processes
4. Metrics

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

Answer: D
Explanation/Reference:

QUESTION 114
You are reviewing a presentation that will relay the value of adopting Service Design disciplines.Which statement would NOT be part of the value proposition?

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

QUESTION 115
Which phase of the ITIL lifecycle provides the following benefit: 'The Total Cost of Ownership (TCO) of a service can be minimised 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

QUESTION 116
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

QUESTION 117
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
Explanation/Reference:

QUESTION 118
Which of the following is the BEST definition of an Event?

A. Any detectable or discernable occurrence that has significance for the management of the IT infrastructure
B. An unplanned interruption to an IT service
C. The unknown cause of one or more Incidents
D. Reducing or eliminating the cause of an Incident or Problem

Answer: A

QUESTION 119
A Know Error has been raised after diagnosis of a Problem was complete but before a workaround has been found. Is this a valid approach?

A. Yes
B. No, the workaround must be found before a Known Error is created
C. No, a Known Error can only be raised after the permanent resolution has been implemented
D. No, a Known Error must be raised at the same time as a problem

Answer: A

QUESTION 120
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
Explanation/Reference:

QUESTION 121
Which of the following BEST describes the goal of Access Management?

A. To provide a channel for users to request and receive standard services
B. Provides the rights for users to be able to use a service or group of services
C. To prevent Problems and resulting Incidents from happening
D. To detect security events and make sense of them

Answer: B

QUESTION 122
Which of the following is NOT a Service Desk type recognised in the Service Operation volume of ITIL?

A. Local
B. Centralised
C. Holistic
D. Virtual

Answer: C
Explanation/Reference:

QUESTION 123
Which of the following is the BEST description of a centralised Service Desk?

A. The desk is co-located within or physically close to the user community it serves
B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
C. The desk provides 24 hour global support
D. There is a single desk in one location serving the whole organization

Answer: D

QUESTION 124
Service Design emphasises 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

QUESTION 125
Service Design emphasises the importance of the "Four Ps". These "Four P's" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

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

Answer: C

QUESTION 126
Which of the following should be considered when designing measurement systems, methods and metrics?:

1. The services
2. The architectures
3. The configuration items
4. The processes

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

Answer: D
Explanation/Reference:

QUESTION 127
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
Explanation/Reference:

QUESTION 128
In the Continual Service Improvement (CSI) model, the stage 'How do we get there?' is underpinned by which set of activities?

A. Baseline assessments
B. Service and process improvements
C. Taking measurements and recording metrics
D. Setting measurement targets

Answer: B

QUESTION 129
Which stage of the Continuous Service Improvement (CSI) model stages is BEST described as 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

A. Where are we now?

B. Where do we want to be?

C. How do we get there?

D. Did we get there?

Answer: B

QUESTION 130
Which of the following activities are responsibilities of a Supplier Manager?

1. Negotiating and agreeing Contracts
2. Updating the Supplier and Contract database
3. Planning for possible closure, renewal or extension of contracts
4. Managing relationships with internal suppliers

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. None of the above

Answer: A
Explanation/Reference:

QUESTION 131
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

QUESTION 132
Which 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 overall business risk of Change is optimized

D. To define and agree release and deployment plans with customers and stakeholders

Answer: D

QUESTION 133
What are the categories of event described in the ITIL Service Operation book?

A. Informational, Scheduled, Normal

B. Scheduled, Unscheduled, Emergency

C. Informational, Warning, Exception

D. Warning, Reactive, Proactive

Answer: C

QUESTION 134
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
Explanation/Reference:

QUESTION 135
Which of the following is NOT an objective of the Operations Management function?

A. Swift application of skills to diagnose any IT Operations failures that occur

B. Regular scrutiny and improvements to achieve improved service at reduced costs

C. First line Incident investigation and diagnosis logged by users

D. Maintenance of status quo to achieve stability of day to day processes and activities

Answer: C

QUESTION 136
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

QUESTION 137
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

QUESTION 138
Which process lists "Understanding patterns of business activity" as a major role?

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

Answer: A

QUESTION 139
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

QUESTION 140
Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

A. Service Transition
B. Risk Management
C. IT Service Continuity Management
D. Availability Management

Answer: A

QUESTION 141
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

QUESTION 142
In terms of adding value to the business, which of the following describes Service Operation's contribution?

A. The cost of the service is designed, predicted and validated
B. Measures for optimization are identified
C. Service value is modelled
D. Service value is actually seen by customers

Answer: D

QUESTION 143
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

QUESTION 144
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
Explanation/Reference:

QUESTION 145
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

QUESTION 146
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
Explanation/Reference:

QUESTION 147
Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

A. Technology, Customer, User
B. Corporate, Customer, Service
C. Corporate, Customer, Technology
D. Service, User, IT

Answer: B

QUESTION 148
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

QUESTION 149
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

QUESTION 150
Which stage of the Change Management process deals with what should be done if the change is unsuccessful?

A. Remediation Planning
B. Categorization
C. Prioritization
D. Review and Close

Answer: A

QUESTION 151
Which statement about the Emergency Change Advisory Board (ECAB) is CORRECT?

A. The ECAB considers every high priority Request for Change
B. Amongst the duties of the ECAB is the review of completed emergency changes
C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
D. The ECAB will be chaired by the IT Director

Answer: C

QUESTION 152
Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

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

Answer: D
Explanation/Reference:

QUESTION 153
What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

A. Configuration Baseline
B. Project Baseline
C. Change Baseline
D. Asset Baseline

Answer: A

QUESTION 154
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 the right CI level is a matter of achieving a balance between information availability and the right level of control

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

Answer: C
Explanation/Reference:

QUESTION 155
Which 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

QUESTION 156
What is the name of the area where the definitive authorised versions of all media Configuration Items(CIs) are stored and protected?

A. Definitive Media Library
B. Definitive Software Store
C. Service Knowledge Management System
D. Software Secure Library

Answer: A

QUESTION 157
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

QUESTION 158
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

QUESTION 159
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

QUESTION 160
Which of the following would a Major Problem Review examine?

1. Things that were done correctly
2. Those 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
Explanation/Reference:

QUESTION 161
Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

A. Categorization
B. Logging
C. Prioritization
D. Closure

Answer: A

QUESTION 162

Which 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

QUESTION 163
Identify the input to the Problem Management process

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

Answer: C

QUESTION 164
What are the two major processes in Problem Management?

A. Technical and Service
B. Resource and Proactive
C. Reactive and Technical
D. Proactive and Reactive

Answer: D

QUESTION 165
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

QUESTION 166
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

Answer: A

QUESTION 167
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

QUESTION 168
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

QUESTION 169
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
Explanation/Reference:

QUESTION 170
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

QUESTION 171
Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

A. The Asset Register
B. The Service Knowledge Management System
C. The Known Error Database
D. The Information Management System

Answer: B

QUESTION 172
Which of the following is NOT an objective of Continual Service Improvement?

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

Answer: D

QUESTION 173
Customer perceptions and business outcomes help to define what?

A. The value of a service
B. Customer satisfaction
C. Total Cost of Ownership (TCO)
D. Key Performance Indicators (KPIs)

Answer: A

QUESTION 174
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

QUESTION 175
"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

QUESTION 176
Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

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

Answer: B

QUESTION 177
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

QUESTION 178
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

QUESTION 179
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

QUESTION 180
Which of the following is NOT one of the five individual aspects of Service Design?

A. The design of the Service Portfolio, including the Service Catalogue
B. The design of new or changed services
C. The design of Market Spaces
D. The design of the technology architecture and management systems

Answer: C
Explanation/Reference:

QUESTION 181
Which of the following is NOT a characteristic of a process?

A. It is measurable
B. Delivers specific results
C. Responds to specific events
D. A method of structuring an organization

Answer: D
Explanation/Reference:

QUESTION 182
What are the three Service Provider business models?

A. Internal Service provider, Outsourced 3rd party and Off-shore party
B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
C. Internal Service provider, External Service provider, Outsourced 3rd Party
D. Internal Service provider, External Service provider, Shared Service Provider

Answer: D
Explanation/Reference:

QUESTION 183
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 level.

D. The terms and conditions in an IT outsource contract.

Answer: A
Explanation/Reference:

QUESTION 184
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
Explanation/Reference:

QUESTION 185
What is a RACI model used for?

A. Defining roles and responsibilities

B. Monitoring services

C. Performance analysis

D. Recording Configuration Items

Answer: A
Explanation/Reference:

QUESTION 186
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
Explanation/Reference:

QUESTION 187
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
Explanation/Reference:

QUESTION 188
In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

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

Answer: B
Explanation/Reference:

QUESTION 189
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 skilltominimise the cost of training them
B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimise salaries
D. 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

Answer: B
Explanation/Reference:

QUESTION 190
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
Explanation/Reference:

QUESTION 191
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
Explanation/Reference:

QUESTION 192
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
Explanation/Reference:

QUESTION 193
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
Explanation/Reference:

QUESTION 194
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-authorised 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
Explanation/Reference:

QUESTION 195
Please refer to the exhibit:

Which of the statements is CORRECT for every process?

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

Answer: A
Explanation/Reference:

QUESTION 196
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 skilltominimise 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 minimise salaries

Answer: C
Explanation/Reference:

QUESTION 197
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
Explanation/Reference:

QUESTION 198
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
Explanation/Reference:

QUESTION 199
How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

A. Each stage should be carried out once in the order Plan-Do-Check-Act
B. There should be a singlePlan,then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
C. There should be a single Plan andDo,then Check and Act should be carried out multiple times to implement Continual Improvement
D. The entire cycle should be repeated multiple times to implement Continual Improvement

Answer: D
Explanation/Reference:

QUESTION 200
Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analysed 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
Explanation/Reference:

QUESTION 201
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
Explanation/Reference:

QUESTION 202
Which of the following combinations covers all the roles in Service Asset and Configuration Management?

A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Answer: B
Explanation/Reference:

QUESTION 203
In many organisations the role of Incident Manager is assigned to the Service Desk.

It is important that the Incident Manager is given the authority to:

A. Only manage Incidents effectively through 1st and 2nd line
B. Only manage Incidents effectively through the 1st line
C. Only manage Incidents effectively at the 3rd line
D. Manage Incidents effectively through 1st, 2nd and 3rd line

Answer: D
Explanation/Reference:

QUESTION 204
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
Explanation/Reference:

QUESTION 205
The MAIN purpose of the Service Portfolio is to describe services in terms of?

A. Business Value
B. Functionality
C. IT Assets
D. Service Level Requirements

Answer: A
Explanation/Reference:

QUESTION 206
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 applicationislocated

Answer: A
Explanation/Reference:

QUESTION 207
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
Explanation/Reference:

QUESTION 208
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
Explanation/Reference:

QUESTION 209
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
Explanation/Reference:

QUESTION 210
Which of the following are Service Desk organisational structures?

1. Local Service Desk
2. Virtual Service Desk
3. IT Help Desk
4. Follow the Sun

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

Answer: B
Explanation/Reference:

QUESTION 211
"Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services". These specialised organisational capabilities include which of the following?

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

Answer: B
Explanation/Reference:

QUESTION 212
Effective release and deployment management enables the service provider to add value to the business by?

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

Answer: B

QUESTION 213
Which process is responsible for frequently occurring changes where risk and cost are low?

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

Answer: B
Explanation/Reference:

QUESTION 214
Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

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

Answer: C
Explanation/Reference:

QUESTION 215
Which of the following is NOT an aim of the Change Management process?

A. Overall business riskisoptimised
B. Standardised methods and procedures are used for efficient and prompt handling of all Changes
C. All budgets and expenditures are accounted for
D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

Answer: C
Explanation/Reference:

QUESTION 216
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
Explanation/Reference:

QUESTION 217
Which of the following statements is CORRECT?

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

Answer: D
Explanation/Reference:

QUESTION 218
Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

A. Service Portfolio Management
B. Service Level Management
C. Component Capacity Management
D. Demand Management

Answer: D
Explanation/Reference:

QUESTION 219
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
Explanation/Reference:

QUESTION 220
How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

A. Each stage should be carried out once in the order Plan-Do-Check-Act

B. There should be a single Plan andDo,then Check and Act should be carried out multiple times to implement Continual Improvement
C. The entire cycle should be repeated multiple times to implement Continual Improvement
D. There should be a singlePlan,then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

Answer: C
Explanation/Reference:

QUESTION 221
Which process is responsible for frequently occurring changes where risk and cost are low?

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

Answer: B
Explanation/Reference:

QUESTION 222
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
Explanation/Reference:

QUESTION 223
Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

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

Answer: C
Explanation/Reference:

QUESTION 224
Service Assets are used to create value. Which of the following are the MAJOR types of Service

Asset?

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

Answer: A
Explanation/Reference:

QUESTION 225
Which of the following sentences BEST describes a Standard Change?

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

Answer: D
Explanation/Reference:

QUESTION 226
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
Explanation/Reference:

QUESTION 227
Which of the following would NOT be a task carried out by the Request Fulfilment process?

A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
B. Provision of a channel for users to request and receive standard services for which a predefined 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
Explanation/Reference:

QUESTION 228
The group that authorizes changes that must be installed faster than the normal process is called the?

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

Answer: C
Explanation/Reference:

QUESTION 229
The difference between service metrics and technology metrics is BEST described as?

A. Service metrics measure the end to end service; Technology metrics measure individual components
B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

Answer: A
Explanation/Reference:

QUESTION 230
The term 'Service Management' is best used to describe?

A. Units oforganisations with roles to perform certain activities
B. A set of specialized organizational capabilities for providing value to customers in the form of services
C. The management of functions withinanorganisation to perform certain activities
D. A setofspecialised organisational capabilities for providing functions to customers in the form of services

Answer: B
Explanation/Reference:

QUESTION 231
Which of the following statements is CORRECT?

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

D. The CMS is part of the Configuration Management Data Base (CMDB)

Answer: A
Explanation/Reference:

QUESTION 232
The group that authorizes changes that must be installed faster than the normal process is called the?

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

Answer: B
Explanation/Reference:

QUESTION 233
What is a RACI model used for?

A. Performance analysis
B. Recording Configuration Items
C. Defining roles and responsibilities
D. Monitoring services

Answer: C
Explanation/Reference:

QUESTION 234
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
Explanation/Reference:

QUESTION 235
Which of the following sentences BEST describes a Standard Change?

A. A pre-authorised change that has an accepted and established procedure

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

Answer: A
Explanation/Reference:

QUESTION 236
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 definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
C. The objective of any IT process should be expressed in terms of business benefits and goals
D. A process may define policies, standards and guidelines

Answer: B
Explanation/Reference:

QUESTION 237
Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements oftheorganisation
B. Produce and maintain all necessary Service Transition packages
C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Answer: B
Explanation/Reference:

QUESTION 238
Which is the correct combination of Service Management terms across the Lifecycle?

See Exhibit 1

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

Answer: A
Explanation/Reference:

QUESTION 239
Staff in an IT department areexperts 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
Explanation/Reference:

QUESTION 240
Which is the first step in the 7 Step Improvement Process?

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

Answer: D
Explanation/Reference:

QUESTION 241
Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A. Produce and maintain all necessary Service Transition packages
B. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements oftheorganisation
C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Answer: A
Explanation/Reference:

QUESTION 242
In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

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

Answer: D
Explanation/Reference:

QUESTION 243
Which of the following is NOT an aim of the Change Management process?

A. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system
B. Overall business riskisoptimised
C. Standardised methods and procedures are used for efficient and prompt handling of all Changes
D. All budgets and expenditures are accounted for

Answer: D
Explanation/Reference:

QUESTION 244
Which of these is NOT a responsibility of Application Management?

A. Ensuring that the correct skills are available to manage the infrastructure
B. Providing guidance to IT Operations about how best to manage the application
C. Deciding whether to buy or build an application
D. Assisting in the design of the application

Answer: A
Explanation/Reference:

QUESTION 245
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
Explanation/Reference:

QUESTION 246
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
Explanation/Reference:

QUESTION 247
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
Explanation/Reference:

QUESTION 248
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. Customersneeds 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 sufferandcustomers needs may not be met within business timescales

Answer: D
Explanation/Reference:

QUESTION 249
Which of the following is NOT an objective of Problem Management?

A. Eliminating recurring Incidents
B. Minimising the impact of Incidents that cannot be prevented
C. Preventing Problems and resulting Incidents from happening
D. Restoring normal service operation as quickly as possibleandminimising adverse impact on the business

Answer: D
Explanation/Reference:

QUESTION 250
Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements oftheorganisation
B. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
C. Produce and maintain all necessary Service Transition packages
D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Answer: C
Explanation/Reference:

QUESTION 251
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
Explanation/Reference:

QUESTION 252
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
Explanation/Reference:

QUESTION 253
"Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services". These specialised organisational 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
Explanation/Reference:

QUESTION 254
Which of the following statements about processes is INCORRECT?

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

Answer: C
Explanation/Reference:

QUESTION 255
How is the Service Catalogue used to add value to the service provider organisation?

A. Providing a central source of information on the IT services delivered
B. Showing the business impact of a change
C. Displaying the relationships between configuration items
D. To predict the root cause of issues in the IT infrastructure

Answer: A
Explanation/Reference:

QUESTION 256
In many organisations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

A. Only manage Incidents effectively at the 3rd line
B. Manage Incidents effectively through 1st, 2nd and 3rd line
C. Only manage Incidents effectively through 1st and 2nd line
D. Only manage Incidents effectively through the 1st line

Answer: B
Explanation/Reference:

QUESTION 257
Application Man

A. Whether to buy an application or build it
B. Should application developmentbeoutsourced
C. Who the vendor of the storage devices will be

D. Where the vendor of an applicationislocated

Answer: A
Explanation/Reference:

QUESTION 258
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. 2 only
B. 1 only
C. All of the above
D. 3 only

Answer: C
Explanation/Reference:

QUESTION 259
Removing or restricting rights to use an IT Service is the responsibility of which process?

A. Access Management
B. Incident Management
C. RequestFulfilment
D. Change Management

Answer: A
Explanation/Reference:

QUESTION 260
Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

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

Answer: C
Explanation/Reference:

QUESTION 261
Staff in an IT department areexperts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

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

Answer: A
Explanation/Reference:

QUESTION 262
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
Explanation/Reference:

QUESTION 263
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
Explanation/Reference:

QUESTION 264
Which of the following is a responsibility of Supplier Management?

A. Development, negotiation and agreement of contracts.
B. Development, negotiation and agreement of Organisational Level Agreements
C. Development, negotiation and agreement of Service Level Agreements.
D. Development, negotiation and agreement of Service Portfolio

Answer: C
Explanation/Reference:

QUESTION 265
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
Explanation/Reference:

QUESTION 266
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
Explanation/Reference:

QUESTION 267
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 defines Service Level Requirements, an OLA defines Service Level Targets

Answer: A
Explanation/Reference:

QUESTION 268
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
Explanation/Reference:

QUESTION 269
Which of the following are the main objectives of incident Management? Select all that apply

A. To minimize adverse impacts on business operations
B. To automatically detect service affecting Events
C. The restore normal service operation as quickly as possible
D.

Answer: A
Explanation/Reference:

QUESTION 270
Which process is responsible for setting up the cost allocation system?

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

Answer: C
Explanation/Reference:
A. Incorrect. Availability Management is responsible for the availability of IT Services.

B. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time.

C. Correct. Financial Management for IT Services is responsible for setting up a cost allocation system.

D. Incorrect. Service Level Management is responsible for managing Service Level Agreements (SLAs).

QUESTION 271
Which process includes the activity of describing and registering all components in the IT infrastructure?

A. Capacity Management
B. Configuration Management
C. Problem Management
D. Service Level Management

Answer: B
Explanation/Reference:
A. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time and is not   responsible for Problems and disruptions.

**B. Correct. Configuration Management is responsible for registering Configuration Items (CIs) in the
          Configuration Management Database (CMDB).**

C. Incorrect. Problem Management is the process responsible for the (pro active) solving of Problems.

D. Incorrect. Service Level Management is responsible for managing Service Level Agreements (SLAs).

QUESTION 272
Managing the availability of a Service as part of an overall Service Management initiative is important for efficient Service Delivery.

Which of the following explains the reason behind managing Service Availability?

A. Most service providers have Service Level Agreements (SLAs) with their customers so Availability is guaranteed.
B. Outsourcing is now a more valid option for today's IT, so Availability of a Service is left to the capability of the outsourcer.
C. Service Management tools provide real-time performance information, thus managing Availability is debatable.
D. The business is more dependent on IT in order to meet corporate goals, thus achieving expected Availability is crucial.

Answer: D
Explanation/Reference:
A. Incorrect. Regardless of a formal or informal SLA, IT must deliver Services to meet business goals.

B. Incorrect. Even if services are outsourced, managing Service Availability is just as critical so to meet business needs.

C. Incorrect. Just because IT can collect more data, doesn't mean it should get collected nor is it al valuable. Managing
   Availability requires more than real-time data input.

D. Correct. The relationship between IT and the business is more critical than ever and in order for the business to maintain its goals, Services must be delivered to meet agreed upon Service Levels

QUESTION 273
Which is not a Service Desk activity?

A. applying Temporary Fixes
B. registering Incidents
C. relating an Incident to a Known Error
D. solving a Problem

Answer: D
Explanation/Reference:
A. Incorrect. Problem Management can supply the Service Desk with Temporary Fixes for Incidents.
   The Service Desk will apply these Fixes. For example: reboot the PC.

B. Incorrect. The Service Desk will register all Incidents.

C. Incorrect. The Service Desk will try to resolve an Incident by relating Incidents to Known Errors.

D. Correct. Solving Problems is a task of Problem Management, not a task of the Service Desk.

QUESTION 274
What is the use of additional technical experts in the Incident Management process called?

A. functional escalation
B. Incident classification
C. Problem analysis
D. resolution and recovery of the Incident

Answer: A
Explanation/Reference:
A. Correct. Involving more technically proficient personnel is called functional escalation.

B. Incorrect. Classifying Incidents is done by the Service Desk staff or by Incident Management staff.

C. Incorrect. Analyzing Problems is done by Problem Management staff.

D. Incorrect. Resolving and recovering Incidents is done by the Service Desk staff or by Incident Management staff.

QUESTION 275
What is the first activity when establishing the Release Management process?

A. communication, preparation and training
B. conducting release planning
C. designing and building, and configuring
D. establishing the release policy

Answer: D
Explanation/Reference:
A. Incorrect. Communication, preparation and training is being done while implementing the process.

B. Incorrect. The planning of releases is an activity that is being done after the process is implemented and is operational.

C. Incorrect. Designing, building and configuring a release is being done after the process is implemented and is operational.

D. Correct. Establishing the policy of the process is the first activity when establishing the process.

QUESTION 276
Which activity is not the responsibility of IT Service Continuity Management?

A. analyzing risks
B. designing recovery scenarios
C. impact analysis of major incidents
D. testing recovery arrangements

Answer: C
Explanation/Reference:

A. Incorrect. Analyzing risks is part of IT Service Continuity Management.

B. Incorrect. Designing recovery scenarios is part of IT Service Continuity Management.

C. Correct. Impact analysis of major incidents is part of Incident Management.

D. Incorrect. Testing of recovery options is part of IT Service Continuity Management.

QUESTION 277
The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day.

What part of the Capacity Management process does this refer to?

A. Application Management
B. Application Sizing
C.   Demand Management
D. Modeling

Answer: C
Explanation/Reference:
A. Incorrect. Application Management is the day to day activity to maintain and support the applications used by the   organization.

B. Incorrect. Application Sizing is used to determine the required capacity to support new or changed applications.

C. Correct. Demand Management is used to determine the customer's need of capacity and to manage the use   of the available capacity to deliver the best performance during the time the IT Service is available.

D. Incorrect. Modeling is used to determine the required capacity to support future capacity needs.

QUESTION 278
The successful diagnosis of a Problem results in a Known Error. On the basis of this Known Error a Request for Change (RFC) may be raised.

When can the Known Error be closed?

A. When a review of the Change has led to a satisfactory result.
B. When Incidents related to the Known Error do not occur any more.
C. When the RFC is logged with Change Management.
D. When the RFC is authorized by the Change Advisory Board (CAB).

Answer: A
Explanation/Reference:
A. Correct. Once the Change is successfully implemented and resolves the Problem, the Known Error can be   closed.

B. Incorrect. This doesn't imply that the Problem is solved. Only after a successfully implemented Change the Known   Error can be closed.

C. Incorrect. When the RFC is logged with Change Management the Problem is not yet solved. Only after a successfully   implemented Change the Known Error can be closed.

D. Incorrect. When the RFC is authorized by the Change Advisory Board (CAB) the Problem is not yet solved. Only after   a successfully implemented change the Known Error can be closed.

QUESTION 279
In company X a specific component of the IT infrastructure has been modified. This could have consequences for other components.

What process should be set up in order to provide good insight into these consequences?

A. Availability Management
B. Capacity Management
C. Change Management
D. Configuration Management

Answer: D
Explanation/Reference:
A. Incorrect. Availability Management is responsible for the availability of the IT Services.

B. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time.

C. Incorrect. Change Management is the process responsible for planning and implementing Changes.

D. Correct. Configuration Management is responsible for providing information about the IT Infrastructure, its components and relationships. To assist in the impact assessment of a Change, Configuration Management must have the appropriate level of detail.

QUESTION 280
In IT Service Continuity Management various precautionary measures are taken to ensure Services are delivered during/after a catastrophe. An example would be having an emergency power provision.

Which of the following processes could also initiate this kind of measure?

A. Availability Management
B. Capacity Management
C. Change Management
D. Incident Management

Answer: A
Explanation/Reference:
A. Correct. For the availability of IT Services Availability Management can take certain measures to ensure Service Delivery under normal conditions. One of them is to initiate an emergency power provision.

B. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time, not for the availability of emergency power provision.

C. Incorrect. Change Management is responsible for installing an emergency power provision as it is a

Change but Change Management is not responsible for initiating these measures.

D. Incorrect. Incident Management is responsible for solving Incidents as soon as possible. Taking precautionary measures is not a task of Incident Management.

QUESTION 281
When must a Post Implementation Review (PIR) take place?

A. after every Change
B. at the request of the person who submitted the Change request
C. in case of emergency Changes
D. if another Incident of the same type occurs again after a Change has been made

Answer: A
Explanation/Reference:
A. Correct. A PIR should take place after every Change

B. Incorrect. A PIR should take place after every Change, not only when the submitter is requesting this.

C. Incorrect. A PIR should take place after every Change, not only in case of emergency changes.

D. Incorrect. A PIR should take place after every Change, not only if another Incident occurs after the Change has been made.

QUESTION 282
What is the first step in Incident Management?

A. detect and record
B. determine the category
C. determine the priority
D. initial support

Answer: A
Explanation/Reference:
A. Correct. Detecting and recording the Incident is the first step in the Incident Management process.

B. Incorrect. Determining the category of an Incident is a step in the Incident Management process but this will take place after the Incident is detected and recorded.

C. Incorrect. Determining the priority is a step in the Incident Management process but this will take place after the Incident is detected and recorded.

D. Incorrect. Initial support is a step in the Incident Management process but this will take place after the Incident is detected and recorded.

QUESTION 283
When an event is logged at the Service Desk, in what order will the processes likely be executed?

A. Configuration Management, Incident Management, Change Management, Release
   Management
B. Incident Management, Change Management, Problem Management, Release Management
C. Incident Management, Problem Management, Change Management, Release Management
D. Problem Management, Configuration Management, Release Management, Change
   Management

Answer: C
Explanation/Reference:
A. Incorrect. The entry of a Service failure will not begin with, Configuration Management but will be formally logged within   the Incident Management process.

B. Incorrect. Finding root cause via Problem Management will typically occur prior to submitting a Change.

C. Correct.

D. Incorrect. Change Management will assess and authorize any Change prior to the implementation via Release
   Management.

QUESTION 284
Where are agreements regarding Service Delivery and its relationship to Security Management recorded?

A. in a Capacity Plan
B. in a Configuration Management Database (CMDB)
C. in a Definitive Software Library (DSL)
D. in a Service Level Agreement (SLA)

Answer: D
Explanation/Reference:
A. Incorrect. A Capacity Plan describes the (future) capacity needs.

B. Incorrect. Agreements are not recorded in the Configuration Management Database (CMDB). In the CMDB all IT   components, Configuration Items (CIs) and their relationships are recorded.

C. Incorrect. The Definitive Software Library (DSL) only stores authorized software items.

D. Correct. Agreements with the customer are recorded in a Service Level Agreement (SLA).

QUESTION 285
Which of the following statements about the Service Catalog is correct?

A. It can be used instead of a Service Level Agreement (SLA).
B. It describes all services supplied by the IT Management organization.
C. It describes only those Services that are also included in the Service Level Agreement (SLA).
D. It is not necessary in order to draw up a Service Level Agreement (SLA).

Answer: B
Explanation/Reference:
A. Incorrect. A Service Level Agreement (SLA) describes the negotiated levels of Service for a specific IT

Service. The   Service Catalog describes all the IT Services the IT Organization can provide without describing the Service Levels.

B. Correct. The Service Catalog describes all the IT Services the IT Organization can provide.

C. Incorrect. A Service Catalog can hold more Services than are included in a Service Level Agreement (SLA).

D. Incorrect. The Service Catalog describes all the IT Services the IT Organization and should be used when creating a   Service Level Agreement (SLA).

QUESTION 286
Where are approved Changes published?

A. the Change Advisory Board (CAB)
B. the Configuration Management Database(CMDB)
C. the Forward Schedule of Change (FSC)
D. Service Improvement Program (SIP)

Answer: C
Explanation/Reference:
A. Incorrect. The Change Advisory Board (CAB) is a group of people who make decisions about Changes and Requests   for Change.

B. Incorrect. The CMDB is used to register all components of the IT Infrastructure and their relations.

C. Correct. In the Forward Schedule of Change (FSC) all approved and planned Changes are published.

D. Incorrect. A Service Improvement Program (SIP) is used by Service Level Management to improve the IT Services.

QUESTION 287
Which of the following is the best description of the contents of the Definitive Software Library (DSL)?

A. authorized versions of all software used on the infrastructure
B. copies of all live software programs
C. copies of all software versions that are needed
D. software awaiting user acceptance testing

Answer: A
Explanation/Reference:
A. Correct. Only authorized versions of software used in the IT Infrastructure are stored in the DSL.

B. Incorrect. The DSL contains only copies of authorized software. Live software isn't necessarily authorized by definition.
C. Incorrect. The DSL contains only copies of authorized software (Master Copies) already in use.

D. Incorrect. The DSL does not contain software awaiting user acceptance.

QUESTION 288
Which process has the task of classifying Service Disruptions reported by users?

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

Answer: B
Explanation/Reference:
A. Incorrect. Change Management is responsible for classifying Requests for Change and planning and implementing Changes.

B. Correct. Service disruptions are Incidents that users will report to the Service Desk. The Service Desk follows the Incident Management process to manage the disruption.

C. Incorrect. Problem Management is responsible for Problems. Service disruptions are Incidents and therefore the responsibility of Incident Management.

D. Incorrect. Service Level Management is responsible for managing Service Level Agreements (SLAs).

QUESTION 289
The cash registers in a supermarket experience network disruptions daily between 4 p.m. and 6 p.m.

Which process is responsible for explaining these difficulties?

A. Availability Management
B. Capacity Management
C. Change Management
D. Problem Management

Answer: D
Explanation/Reference:
A. Incorrect. Availability Management is strategically responsible for the availability of IT Services, not for Problems and disruptions.

B. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time, not for Problems and disruptions.

C. Incorrect. Change Management is responsible for the implementation of changes, not for Problems and disruptions.

D. Correct. Problem Management is responsible for Problem solving. These Incidents occur daily and are related to a Problem.

QUESTION 290
What is the criterion used by Change Management in determining the category of Minor, Significant/Substantial, or Major for a Request for Change (RFC)?

A. Content
B. Impact
C. Priority
D. Urgency

Answer: B
Explanation/Reference:
A. Incorrect. The content of a Request for Change is a description of the Change itself.

B. Correct. The Impact is used to categorize the Request for Change. The Impact determines how many   resources in terms of money, time and capacity is needed to implement the Change.

C. Incorrect. Priority is based on impact and urgency.

D. Incorrect. Urgency shows how quickly a Change should be implemented.

QUESTION 291
Which of the following questions can **not** be answered directly from the Configuration
Management Database (CMDB)?

A. What Incidents or Problems have there been for this PC?
B. Which Configuration Items (CIs) does a specific Service consist of?
C. Which members of staff of department X have moved to department Y?
D. Which Requests for Change (RFCs) have been submitted for a specific server?

Answer: C
Explanation/Reference:
A. Incorrect. Incidents and Problems are related to Configuration Items (CIs) and are registered in the CMDB.

B. Incorrect. Relationships between Configuration Items (CIs) are registered in the CMDB.

C. Correct. Personnel moves would be tracked by Human Resources and this information would not directly be   part of the CMDB.

D. Incorrect. A Request for Change (RFC) is registered in the CMDB. When the Change is implemented the
CMDB will   be updated.

QUESTION 292
How can an organization determine the effectiveness of the Service Level Management process?

A. by checking contracts with suppliers
B. by defining Service Levels
C. by measuring customer satisfaction
D. by reporting on all Incidents

Answer: C
Explanation/Reference:
A. Incorrect. Contracts with suppliers are part of the Service Level Management process but you
cannot determine the effectiveness of the process by checking the contracts.

B. Incorrect. Defining Service Levels is important to deliver IT Services but they do not provide information about the effectiveness of the Service Level Management process.

C. Correct. Customer satisfaction is the most important aspect to determine the effectiveness of Service Level Management.

D. Incorrect. By reporting on all Incidents you can determine the effectiveness of Incident Management but not the effectiveness of Service Level Management.

QUESTION 293
Which of the following is **not** an activity of the Service Desk?

A. Detect and record Incidents
B. Investigate and diagnose Incidents
C. Manage Service requests
D. Ownership, monitoring, tracking, communication

Answer: B
Explanation/Reference:
A. Incorrect. These activities are the responsibility of the Service Desk.

B. Correct. These activities are the responsibility of Incident Management process.

C. Incorrect. These activities are the responsibility of the Service Desk.

D. Incorrect. These activities are the responsibility of the Service Desk.

QUESTION 294
By applying Availability Management methods and techniques to the design, development, and delivery of a Service, which of the following will not affect the overall availability of that Service?

A. Component expenditure
B. Infrastructure resilience
C. Quality of maintenance by support organizations and suppliers
D. Reliability of components

Answer: A
Explanation/Reference:
A. Correct. The cost of a component does not directly affect overall service availability.

B. Incorrect. Resilience, part of reliability, directly affects overall service availability.

C. Incorrect. Serviceability and maintainability directly affects overall service availability.

D. Incorrect. Reliability of components directly affects overall service availability.

QUESTION 295
Which of the following is **not** an activity of Problem Management?

A. Maintaining relationships with third party suppliers
B. Proactively preventing Incidents through Trend Analysis
C. Taking charge of Incidents that have exceeded accepted timeframes
D. Working closely with Availability Management to ensure agreed levels of Service Availability are met

Answer: C
Explanation/Reference:
A. Incorrect. This is part of the activities performed by Problem Management

B. Incorrect. This is part of the activities performed by Problem Management

C. Correct. Problem Management may be asked to support Incident Management as a resource but not to take   ownership.

D. Incorrect. This is part of the activities performed by Problem Management

QUESTION 296
Which of the following is a Capacity Management activity?

A. Maintainability
B. Resource Management
C. Security
D. Serviceability

Answer: B
Explanation/Reference:
A. Incorrect. Maintainability is an activity of Availability Management.

B. Correct. Resource Management is an activity of Capacity Management.

C. Incorrect. Security is the responsibility of Security Management.

D. Incorrect. Serviceability is an activity of Availability Management.

QUESTION 297
What is the Goal of Incident Management?

A. Communicating with Customers and Users as to future Service disruptions
B. Matching new Incidents to Known Errors
C. Restoring Service as quickly as possible
D. Tracking Problems into the Known Error database (KEDB)

Answer: C
Explanation/Reference:
A. Incorrect. Communication is a task or activity performed by the Service Desk to support Incident Management but is   not the goal of Incident Management.

B. Incorrect. Incident Matching is not the goal of Incident Management. It is part of an Incident Management activity.

C. Correct. This is the goal of Incident Management.

D. Incorrect. This is a responsibility of Problem Management.

QUESTION 298
Which of the following describes the basic concept of Integrity in the Security Management process?

A. access to the data at any moment
B. protection of the data against unauthorized access and use
C. the capacity to verify the correctness of the data
D. the correctness of the data

Answer: D
Explanation/Reference:
A. Incorrect. The accessibility of data does not mean the data is correct as being meant by the concept 'Integrity'.

B. Incorrect. The protection of the data is called 'Security'.

C. Incorrect. Not the capacity to verify the correctness of the data but the correctness itself is called 'Integrity'.

D. Correct. The correctness of the data is called 'Integrity'.

QUESTION 299
In which Configuration Management activity are audits regularly completed?

A. Identification
B. Planning
C. Status monitoring
D. Verification

Answer: D
Explanation/Reference:
A. Incorrect. Identification is about identifying the IT-components which have to be added to the Configuration Management Database (CMDB).

B. Incorrect. Planning means planning the role and responsibilities of the process and determining the scope and level of the Configuration Management Database (CMDB).

C. Incorrect. Monitoring the status of IT-components means to view and report component status such as 'in operation', 'repair', 'maintenance', 'archive'.

D. Correct. Part of verification is doing reviews and audits to determine if the Configuration Management Database (CMDB) is up to date and correct.

QUESTION 300
What aspects would you **not** expect to see in a Service Level report designed for the customer?

A. the average utilization level of the Service Desk staff

B. the level of availability realized and the time not available per period

C. the percentage of Incidents that was resolved within the target

D. the successful and backed out Changes per period

Answer: A
Explanation/Reference:
A. Correct. The average utilization level of Service Desk staff is reported in a Service Desk report, not in a   Service Level report.

B. Incorrect. A Service Level report contains the availability realized in a certain timeframe.

C. Incorrect. The percentage of incident that was resolved within target can be part of a Service Level report.

D. Incorrect. Successful and backed out Changes can be part of a Service Level report.

QUESTION 301
Which of the following processes has the most direct relationship or interdependency with Capacity Management?

A. Availability Management

B. Configuration Management

C. IT Service Continuity Management

D. Release Management

Answer: A
Explanation/Reference:
A. Correct. Capacity and Availability Management share common goals and complement each other. Ideally Availability and Capacity Management should be aligned as there are many interdependencies. Because of the many dependencies, the two processes need to be coordinated effectively. They both use many of the same tools and techniques such as Component Failure Impact Analysis (CFIA) and Fault Tree Analysis (FTA).

B. Incorrect. Configuration Management information will be useful to Capacity and conceptually, the CDB will be a subset of the CMDB. The strongest relationship lies with Availability due to its interdependency.

C. Incorrect. Though this is a valuable interface, IT Service Continuity will rely more on Availability Management to perform its design activities and Capacity for its capacity requirements. The strongest relationship lies with Availability due to its interdependency.

D. Incorrect. Release Management will interact with Capacity in determining roll-out options/plans but the most direct relationship to Capacity is Availability due to its interdependency.

QUESTION 302
A process is a logically coherent series of activities for a pre-defined goal.

What is the process owner responsible for?

A. describing the process

B. implementing the process

C. providing process reports

D. setting up the process

Answer: A
Explanation/Reference:
A. Correct. The process owner's main responsibility is ensuring fit-for-purpose and providing the scope   (describing) of the process.

B. Incorrect. The process owner's main responsibility is to take a high-level view of the process and hold ultimate   responsibility for the process 'goodness.' Implementing the process is the responsibility of the process manager and   process team.

C. Incorrect. Process reporting the responsibility of the process manager.

D. Incorrect. The process owner's main responsibility is to take a high-level view of the process during operations. Setting   up the process is the responsibility of the process manager under the guidance of the process owner.

QUESTION 303
A power failure has knocked out the entire IT infrastructure. Fortunately, an IT Service Continuity Plan (ITSC) is available.

At what point should the Crisis Management Team be asked to invoke the ITSC Plan?

A. Immediately, as the IT Service can no longer be used.
B. When the failure will likely extend beyond the targets defined in the Service Level Agreement (SLA).
C. When the Incident Manager thinks this is necessary.
D. When the time within which the failure should be solved, has exceeded.

Answer: B
Explanation/Reference:
A. Incorrect. The ITSC Plan will be invoked after a predefined time not immediately after the Incident takes place.

B. Correct. The ITSC Plan will be invoked after a predefined time and if the targets as defined in the Service Level Agreement (SLA) cannot be met.

C. Incorrect. The ITSC Plan will be invoked after a predefined time not at the call of the Incident Manager.

D. Incorrect. The ITSC Plan will be invoked after a predefined time and if the targets as defined in the Service Level Agreement (SLA) cannot be met. When the time to repair a failure exceeds the agreed maximum time this is not directly a reason to invoke the IT Service Continuity Plan.

QUESTION 304
Which process or function standardizes the request for a new workstation?

A. Change Management
B. Incident Management
C. Service Desk
D. Service Level Management

Answer: A
Explanation/Reference:
A. Correct. A request for a new workstation is a Request for Change. Change Management manages all Requests for Change and then assigns them to the most efficient path, in this case, creating a Standard Change that will be managed by the Service Desk as a Service Request.

B. Incorrect. A request for a new workstation is a Request for Change. Incident Management is responsible for solving Incidents as soon as possible.

C. Incorrect. A request for a new workstation is a Request for Change. The Service Desk is the initial point of contact for users.

D. Incorrect. A request for a new workstation is a Request for Change. Service Level Management is responsible for managing Service Level Agreements (SLAs).

QUESTION 305
Which statement best describes the role of the Service Desk?

A. The Service Desk ensures that the agreed IT service is available.
B. The Service Desk ensures that the telephone is always manned.
C. The Service Desk is the Single point of contact for the user.
D. The primary task of the Service Desk is to investigate Problems.

Answer: C
Explanation/Reference:
A. Incorrect. This is the responsibility of Availability Management.

B. Incorrect. Ensuring the telephone at the Service Desk is always manned is of course important but not the best   description of the role of the Service Desk.

C. Correct. Being the Single point of contact for users, is one of the main responsibilities of the Service Desk.

D. Incorrect. Problem Management is responsible for investigating and resolving Problems.

QUESTION 306
Which of the following is a benefit of using ITIL®?

A. it is finally possible to charge for IT Services
B. the organization around the IT Services can be set up faster
C. the quality and the costs of the IT Services can be controlled more efficiently
D. the users can influence the IT organization providing the IT Services

Answer: C
Explanation/Reference:
A. Incorrect. Charging for using IT Services can be done with or without the use of ITIL.

B. Incorrect. Setting up the IT organization using ITIL® has many benefits but also cost time.

C. Correct. By using ITIL® the IT Services can be controlled more efficiently in terms of quality and costs.

D. Incorrect. Influencing the IT organization can be done with or without the use of ITIL®.

QUESTION 307
In Change Management, a number of activities take place between the acceptance of a Request for Change (RFC) and the completion of the Change.

Which activity is performed first after acceptance of a Request for Change?

A. building and testing the Change
B. determining the urgency of the Change
C. implementing the Change
D. scheduling the Request for Change

Answer: B
Explanation/Reference:
A. Incorrect. Building and testing the Change will take place after classification has been done. Part of classification is to   determine the urgency.

B. Correct. The first step after the acceptance is to determine the urgency of the Change.

C. Incorrect. Implementing the Change will take place after building, testing and scheduling has been done.

D. Incorrect. Scheduling the Request for Change will take place after classification has been done. Part of classification   is to determine the urgency.

QUESTION 308
What does the term 'Detail Level' mean in the context of the Configuration Management Database (CMDB)?

A. the depth of the database structure
B. the location of the Configuration Item (CI)
C. the quantity of stored Configuration Items (CIs)
D. the relationship between the different Configuration Items (CIs)

Answer: A
Explanation/Reference:
A. Correct. Level means the depth of the Configuration Management Database (CMDB).

B. Incorrect. The location of Configuration Items (CIs) is their physical location.

C. Incorrect. The quantity of stored Configuration Items is the amount of Configuration Items (CIs) that are in the   Configuration Management Database (CMDB).

D. Incorrect. The relationship between Configuration Items (CIs) is separate from individual CI details.

QUESTION 309
Which of the following tasks is part of Proactive Problem Management?

A. analyzing Trends

B. making a Change to resolve a Problem

C. managing Known Errors

D. registering frequently occurring Errors

Answer: A
Explanation/Reference:
A. Correct. Analyzing trends is part of Proactive Problem Management. By analyzing trends Problem Management is   able to identify Incidents/Problems before they occur and put measures into place, via Change Management, before   an Incident occurs.

B. Incorrect. Making a Change to resolve a Problem is reactive and is managing the change is the responsibility of   Change Management

C. Incorrect. Managing Known Errors is a task of Problem Management but it is not a proactive task.

D. Incorrect. Registering frequently occurring errors is part of Incident Management/Service Desk.

QUESTION 310
Reliability is a measure of:

A. The availability of a service or component

B. The level of risk that could impact a service or process

C. How long a service or component can perform its function without failing

D. A measure of how quickly a service or component can be restored to normal working

Answer: C
Explanation/Reference:

QUESTION 311
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
Explanation/Reference:

QUESTION 312
What is the BEST description of the purpose of Service Operation?

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 design and build processes that will meet business needs

D. To deliver and manage IT Services at agreed levels to business users and customers

Answer: D
Explanation/Reference:

QUESTION 313
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
Explanation/Reference:

QUESTION 314
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
Explanation/Reference:

QUESTION 315
"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. Applications and Infrastructure
B. Functions and Processes
C. Service Pipeline and Service Catalogue
D. Markets and Customers

Answer: B
Explanation/Reference:

QUESTION 316
Which of the following is NOT a purpose of Service Transition?

A. To ensure that a service can be managed, operated and supported
B. To provide training and certification in project management
C. To provide quality knowledge of Change, Release and Deployment Management
D. To plan and manage the capacity and resource requirements to manage a release

Answer: B
Explanation/Reference:

QUESTION 317
What is a RACI model used for?

A. Performance analysis
B. Recording Configuration Items
C. Monitoring services
D. Defining roles and responsibilities

Answer: D
Explanation/Reference:

QUESTION 318
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
Explanation/Reference:

QUESTION 319
Which of the following is NOT a characteristic of a process?

A. It is measurable
B. Delivers specific results
C. Responds to specific events
D. A method of structuring an organization

Answer: D
Explanation/Reference:

QUESTION 320
When can a Known Error record be raised?

1. At any time it would be useful to do so
2. After the permanent solution has been implemented

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

Answer: B
Explanation/Reference:

QUESTION 321
Which process contains the Business, Service and Component sub-processes?

A. Capacity Management
B. Incident Management
C. Service Level Management
D. Financial Management

Answer: A

QUESTION 322
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

QUESTION 323
Access Management is closely related to which other processes?

A. Availability Management only
B. Information Security Management and 3rd line support
C. Information Security Management and Availability Management
D. Information Security Management only

Answer: C

QUESTION 324
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

QUESTION 325
Which of the following is NOT an objective of Problem Management?

A. Eliminating recurring Incidents
B. Minimising the impact of Incidents that cannot be prevented
C. Preventing Problems and resulting Incidents from happening
D. Restoring normal service operation as quickly as possibleandminimising adverse impact on the business

Answer: D
Explanation/Reference: