QUESTION 1 Which of the following models would be most useful in helping to define an organizational structure?

A.Service Model

B.Continual Service Improvement (CSI) Model

C.RACI Model

D.Plan, Do, Check, Act (PDCA) Model

Answer: C

QUESTION 2 Which of the following BEST describes a Service Desk?

A.A process within Service Operation providing a single point of contact

B.A dedicated number of staff answering questions from users

C.A dedicated number of staff handling Incidents and service requests

D.A dedicated number of staff handling service requests

Answer: C

QUESTION 3 Governance is concerned with:

A.Measuring and improving the efficiency and effectiveness of processes

B.Ensuring that agreed Service Level Requirements are met

C.Ensuring that processes and procedures are correctly followed

D.Reducing the total cost of providing services

Answer: C

QUESTION 4 Which of these activities would you expect to be performed by a Service Desk? 1. Logging details of Incidents and service requests 2. Providing first line investigation and diagnosis 3. Restoring service 4. Diagnosing the root cause of problems

A.2, 3 and 4 only B.1, 2 and 4 only C.All of the other alternatives apply. D.1, 2 and 3 only

Answer: D

QUESTION 5 Which of the following statements is CORRECT?

A.Service Transition contains guidance on transferring services from strategy into the design phase of the Service Lifecycle

B.Service Design provides guidance for the development of services and service management processes

C.Continual Service Improvement contains guidance on supporting IT operations through models such as shared services

D.Service Operation ensures that organizations are in a position to handle the costs and risks associated with their service portfolios

Answer: B

QUESTION 6 Which of the following delivery strategies is described as, "Formal arrangements between two or more organizations to work together to design, develop, transition, maintain, operate and/or support IT services"?

A.Insourcing

B.Multisourcing

C.Knowledge Process Outsourcing

D.Application Service Provision

Answer: B

QUESTION 7 How is the Service Catalogue used to add value to the service provider organization?

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

QUESTION 8 The Service Catalogue can be BEST described as:

A.A document used by Service Operations to identify activities that they must perform

B.A list of all business requirements that have not yet become services

C.The part of the Service Portfolio that is visible to customers

D.A list of all Service Level Agreements

Answer: C

QUESTION 9 What is the Service V Model used for?

A.The day to day management of services

B.Monitoring and measuring services as part of Continual Service Improvement (CSI)

C.Identifying different levels of validation and testing that can be carried out

D.Managing the five aspects of Service Design

Answer: C

QUESTION 10 Which of the following are valid examples of business value measures?

 1. Customer retention

2. Time to market

3. Service Architecture

4. Market share

A.All of the alternatives apply B.1, 2 and 4 only C.1 and 2 only D.2 and 4 only

Answer: B

QUESTION 11 Which stages of the Service Lifecycle does the 7 Step Improvement Process apply to?

A.Service Design, Service Transition and Service Operation

B.Service Operation

C.Service Transition and Service Operation

D.Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

Answer: D

QUESTION 12 The three subprocesses of Capacity Management are:

A.Business Capacity Management, Service Capacity Management and Component Capacity Management
B.Business Capacity Management, Technology Capacity Management and Component Capacity Management
C.Supplier Capacity Management, Service Capacity Management and Technology Capacity Management D.Supplier
Capacity Management, Service Capacity Management and Component Capacity Management

Answer: A

QUESTION 13 Which of the following statements is INCORRECTLY assigned to its book?

A.contains guidance on transferring the control of services between customers and service providers: SERVICE
TRANSITION

B.ensures that organization are in a position to handle the costs and risks associated with their service portfolios:
SERVICE STRATEGY

C.provides guidance for the development of services and service management processes: SERVICE DESIGN
D.contains guidance on supporting operations through new models and architectures, such as shares services:
CONTINUAL SERVICE IMPROVEMENT

Answer: D

QUESTION 14 How many numbered steps are in the continual service improvement (CSI) process?

A.11   B.4   C.7   D.6

Answer: C

QUESTION 15 Which process is responsible for recording the current details, status, interfaces and dependencies of all the services that are being run or being prepared to run in the live environment?

A.service level management

B.service catalogue management

C.demand management

D.service transition

Answer: B

QUESTION 16 Which of the following is NOT a function?

A.Technical Management

B.Incident Management

C.Service Desk

D.Application Management

Answer: B

QUESTION 17 Which of the following is NOT a responsibility of the Service design manager?

A.Design and maintain all necessary service transition packages

B.take the overall service strategies and ensure they are reflected in the service design process and the service designs that are produced

C.measuring the effectiveness and efficiency of service design and the supporting processes

D.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 of the organization

Answer: A

QUESTION 18 Exhibit:

 Order the following continual service improvement (CSI) implementation steps into the CORRECT sequence in alignment with the plan, do check, act (PDCA) model. Please refer to the exhibit.

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

Answer: D

QUESTION 19 Which of the following is a valid role in the RACI Authority Matrix?

A.Controlled   B.Configuration   C.Consulted   D.Complex

Answer: C

QUESTION 20 What does a service always have to deliver to its customers?

A.infrastructure   B.applications   C.resources   D.value

Answer: D

QUESTION 21 The two main parts of the service catalogue are:

A.the business service catalogue and the technical service catalogue

B.service levels and service costs

C.the service portfolio and retired services

D.service attributes and service capabilities

Answer: A

QUESTION 22 RACI is an acronym for four roles. Which of the following is NOT one of the RACI roles?

A.consulted   B.Reliable   C.informed   D.accountable

Answer: B

QUESTION 23 Which of the following is the CORRECT description of the Seven R's of Change Management?

A.A set of questions that should be asked to help understand the impact of Changes

B.A definition of the roles and responsibilities required for Change Management

C.A set of questions that should be asked when reviewing the success of recent change

D.A seven step process for releasing Changes into production

Answer: A

QUESTION 24 IT operations management have been asked by a customer to carry out non-standard activity that will cause them to miss an agreed service level target. How should they respond?

A.they should escalate this decision to service strategy

B.accept the request as they must support customer business outcomes

C.make a decision based on balancing stability and responsiveness

D.refuse the request because they must operate the service to meet the agreed service levels

Answer: C

QUESTION 25 The left-hand side of the service V model represents requirements and specifications. What does the right-hand side of the service V model represent?

A.Performance and capacity requirements of services and IT infrastructure

B.The business value that can be expected from a given service

C.Validation and Testing

D.roles and responsibilities for an effective service management implementation

Answer: C

QUESTION 26 Which of the following processes are performed by the service desk? 1. capacity management 2. request management 3. demand management 4. incident management

A.2 and 4 only   B.all of the alternatives apply   C.2 only   D.2, 3 and 4 only

Answer: A

QUESTION 27 Which of the following BEST describes 'partners' in the phrase "people, processes, products and partners"?

A.internal departments   B.customers

C.the facilities manager   D.suppliers, manufacturers and vendors

Answer: D

QUESTION 28 Which of the following are the MAIN objectives of incident management? 1. to automatically detect service affecting events 2. to restore normal service operation as quickly as possible 3. to minimize the adverse impacts on business operations

A.all of the alternatives apply   B.1 and 2 only   C.2 and 3 only   D.1 and 3 only

Answer: C

QUESTION 29 One organization provides and manages an entire business or function for another organization. This is known as:

A.business process outsourcing   B.business function outsourcing

C.business process management   D.knowledge process outsourcing

Answer: A

QUESTION 30 The ITIL CORE publications are structured around the service lifecycle. Which of the following statements about ITIL complementary guidance is CORRECT?

A.it consists of five publications

B.it provides guidance to specific industry sectors and types of organization

C.it is also structured around the service lifecycle

D.It provides the guidance necessary for an integrated approach as required by ISO/IEC 20000

Answer: B

QUESTION 31 Exhibit:

 Which of the following areas would technology help support during the service operation phase of the lifecycle? Please refer to the exhibit.

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

Answer: B

QUESTION 32 Exhibit:

Which of the following questions does guidance in service strategy help answer? Please refer to the exhibit.

A.2 only   B.3 only   C.1 only   D.all of the alternatives apply

Answer: D

QUESTION 33 Which of the following is a sub-process of capacity management?

A.component capacity management   B.process capacity management

C.technology capacity management   D.capability capacity management

Answer: A

QUESTION 34 Which of the following is a good metric for measuring the effectiveness of Service Level management?

A.Customer satisfaction score   B.number of services deployed within agreed terms

C.average number of daily incidents managed by each service agent

D.number of services in the service portfolio

Answer: A

QUESTION 35 Which process is responsible for recording relationships between service components?

A.service portfolio management   B.service asset and configuration management

C.incident management   D.service level management

Answer: C

QUESTION 36 Exhibit:

 Which of the following should be supported by technology? Please refer to the exhibit.

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

C.2, 3 and 4 only   D.all of the alternatives apply

Answer: D

QUESTION 37 Which of the following activities is carried out in the "where do we want to be" step of the continual service improvement model?

A.aligning the business and IT strategies   B.defining measurable targets

C.implementing service and process improvements   D.creating a baseline

Answer: B

QUESTION 38 The ITIL CORE publications are structures around the Service Lifecycle. Which of the following statements about ITIL complementary guidance is CORRECT?

A.It provides the guidance necessary for an integrated approach as required by ISO/IEC 20000

B.It is also structured around the Service Lifecycle

C.It consists of five publications

D.It provides guidance to specific industry sectors and types of organization

Answer: D

QUESTION 39 A service is not very reliable, but when it works it is of great value to the customer. This combination could be described as:

A.high utility and low warranty   B.low utility and high warranty

C.low utility and low warranty   D.high utility and high warranty

Answer: A

QUESTION 40 . With which of the following processes is Problem Management least likely to interface on a regular basis?

A.IT Financial Management B.Change Management

C.Incident Management D.Availability Management

Answer: A

QUESTION 41 . Which of the following places Problem Management activities in the correct order:

A.Identify and record, classify, investigate and diagnose, raise an RFC, review the change

B.Investigate and diagnose, raise an RFC, classify, identify and record

C.Identify and record, investigate and diagnose, raise an RFC, classify, review the change

D.Review a change, classify, identify and record, investigate and diagnose, raise another RFC

Answer: A

QUESTION 42 . Which of the following activities may, exceptionally, be omitted for an urgent change:

1. Recording that the change has been made 2. Testing the change 3. Holding a CAB meeting 4. Establishing a back-out plan

A.All of them B.2 and 4 C.2 and 3 D.3 and 4

Answer: C

QUESTION 43 . Why is Service Management so important to IT service providers?

A.The success of many businesses depends upon the quality of their IT

B.It's the only way to manage IT in the Internet age

C.It's contained within the IT Infrastructure Library

D.It's the first non-proprietary initiative for the management of IT systems

Answer: A

QUESTION 44 . Which of the following is NOT the responsibility of the Release Management process?

A.The physical aspects of software control

B.Ensuring that the accuracy of CMDB entries concerning software CIs is maintained

C.Helping to determine the software release policy

D.Distributing software

Answer: B

QUESTION 45 . A service-based (rather than a customer-based) SLA:

A.Covers all services for a particular customer   B.Covers a set of similar services, for a single customer

C.Covers all services   D.Covers a single service, for all of the customers of that service

Answer: D

QUESTION 46 . Possible problems with Change Management include:

A.Greater ability to absorb a large volume of change

B.Increased visibility and communication of changes

C.Lack of ownership of impacted services

D.Better alignment of IT services to actual business needs

Answer: C

QUESTION 47 . Which of these is/are TRUE? 1. Functional escalation is an essential part of the Incident Management process 2. All calls to the Service Desk should be treated as incidents 3. Service Requests can be handled by Service Desk Staff

A.1 and 3   B.All three of them   C.Only 1   D.1 and 2

Answer: A

QUESTION 48 . Who must always authorize a Request for Change before the change is built and tested?

A.The Configuration Manager   B.The Change Initiator

C.The Change Manager   D.Release Management

Answer: C

QUESTION 49 . Why is there sometimes conflict between the goals of Incident Management and those of Problem Management?

A.Because specialist support staff do not properly document the work-arounds they identify which consequently prevents the 1st line support staff from applying them the next time the incident occurs

B.Because Problem Management is often carried out by technical staff who also have operations responsibilities and who cannot allocate enough resources to problem solving

C.Because Problem Management is focusing on identifying permanent solutions and therefore the speed with which these solutions are found is of secondary importance

D.Because Problem Management staff rarely give feedback spontaneously, forcing the 1st line support staff to chase them

Answer: C

QUESTION 50 . Which one of the following is NOT the responsibility of a Service Level Manager?

A.Analyzing and reviewing agreed service levels   B.Maintaining the service catalogue

C.Negotiating requests for service   D.Assessing the full impact of proposed changes to services

Answer: D

QUESTION 51 . Which of the following statements is INCORRECT?

A.Urgent and non-urgent changes follow the same Change Management process

B.High risk, urgent changes should be considered by the CAB Emergency Committee

C.Urgent changes need not necessarily be reviewed, unless there is time to do so

D.The justification for urgent changes should always be based on sound business reasons

Answer: C

QUESTION 52 . In Availability Management, Confidentiality and Integrity are elements of:

A.Reliability   B.Serviceability   C.Security   D.Maintainability

Answer: C

QUESTION 53 . At what point should capacity requirements of a proposed system be first considered?

A.Leave it until the system is implemented and see if the system works O.K.

B.As early as possible

C.When the Development Manager has completed testing and passes the system to Operations for operational testing

D.Just before the system goes live

Answer: B

QUESTION 54 . Which of the following is NOT a valid attribute of a hardware CI?

A.A supplier's part number

B.The cost of the item

C.A manufacturer's serial number

D.The number of items held

Answer: D

QUESTION 55 . Which of the following activities are NOT part of IT Accounting?

A.Calculation of the costs of IT services

B.Budgeting

C.Identification of costs by customer, service or activity

D.Performing cost-benefit analyses to support decision making

Answer: B

QUESTION 56 . The major difference between a CMDB and an asset register is that CMDB holds information on:

A.Documentation   B.Software   C.The IT environment   D.Relationships

Answer: D

QUESTION 57 . Which of the following is least likely to be a direct benefit of implementing a formal Incident Management process

A.Improved user satisfaction   B.Incident volume reduction

C.Elimination of lost incidents   D.Less disruption to both IT support staff and users

Answer: B

QUESTION 58 . Which of the following definitions best describes the IT Infrastructure Library (ITIL)?

A.A documented framework of proven best practices in Service Management

B.A prescriptive process for managing Service Improvement Projects

C.A methodology for supporting and delivering IT services

D.A quality standard in managing customer relationships

Answer: A

QUESTION 59 . The stages in the Incident Management process are:

A.Logging, allocation, classification, initial support, communication, resolution

B.Logging, initial support, detection, recording, classification, investigation, recovery and closure

C.Detection, classification, investigation, recording, recovery, resolution and closure

D.Detection, recording, classification, initial support, investigation, diagnosis, resolution, recovery and closure

Answer: D

QUESTION 60 . Which of the following terms or phrases are associated with resilience?

1. Redundancy 2. Fault tolerance 3. On-site spares 4. Duplexing

A.2, 3 and 4   B.All of them   C.1 and 4   D.1, 2 and 4

Answer: D

QUESTION 61 . If the IT Service Continuity plan had to be invoked during a crisis, what would be the role of the organization's senior managers?

A.Progress reporting   B.Leading the recovery teams

C.Co-ordinating and directing activities, arbitrating and allocating resources

D.Executing recovery instructions

Answer: C

QUESTION 62 . Capacity Management is responsible for ensuring the capacity of the IT Infrastructure matches the evolving demands of the business in the most cost effective and timely manner. Which of the following is NOT part of this responsibility?

A.Monitoring performance and throughput of individual IT components

B.Tuning systems to make most effective use of IT resources

C.Purchasing resources for the IT Infrastructure

D.Influencing customer behaviour to optimise the use of IT resources

Answer: C

QUESTION 63 . Which of the following are NOT operational costs?

A.Staff   B.Consultancy

C.A mainframe purchase   D.Accommodation rental

Answer: C

QUESTION 64 . Which of the following statements is FALSE?

A.If the root cause and a temporary work-around have been identified for a problem it becomes a known error
B.All known errors need to be resolved to user satisfaction

C.A known error can be kept open when a work-around is being used

D.Incidents are not the only source of known errors

Answer: B

QUESTION 65 . The Requirements and Strategy phase of the Business Continuity Life-cycle comprises:

A.Initial testing, Education and Awareness and Assurance

B.Education and Awareness, Review and Audit

C.Organization and Implementation Planning and Risk Reduction Measures

D.Business Impact Analysis, Risk Assessment and Business Continuity Strategy

Answer: D

QUESTION 66 . Which of these statements reflect the activities of IT Financial Management?

1. IT Financial Management may calculate the prices to be charged for IT services

2. IT Financial Management ensures that the IT department charges those who benefit from IT

A.Only 1   B.Only 2   C.Neither   D.1 and 2

Answer: A

QUESTION 67 . During the release planning stage you identify that the changes you are about to make to a service will necessitate changes in related software systems. Once all the changes have been fully tested, which type of release will be used to deliver them into the live environment?

A.Full Release   B.Package Release   C.Emergency   D.Delta Release

Answer: B

QUESTION 68 . Typically the decision on what should be the lowest level of CI recorded is influenced mostly by:

A.The reliability of the CIs   B.The level at which components will be independently changed

C.The suitability of the available software to hold the information   D.The availability of spares for CIs

Answer: B

QUESTION 69 . As part of your IT Continuity Planning you have been asked to undertake a comprehensive Risk Analysis. Which of the following is most likely to be of use to you in drawing up your plan?

A.The Forward Schedule of Change, produced by Change Management

B.A Service Catalogue plus an understanding of the business criticality of each of the services

C.A list of Services and Operational Level Agreements

D.A report produced by Incident Management detailing the incidents affecting IT Services over the last month

Answer: B

QUESTION 70 . An overhead would normally be regarded as which of the following?

A.A discounted charge   B.The market price   C.An indirect cost   D.A direct cost

Answer: C

QUESTION 71 . Consider the following activities:

1. The analysis of raw data

2. The identification of trends

3. The definition of Service Management processes

4. The implementation of preventive measures Which of the above should be easier after implementing a good IT Service Management software tool?

A.All of them   B.2 and 3   C.None of them   D.1, 2 and 4

Answer: D

QUESTION 72 . The CMDB:

A.Must be available for update 7 x 24 if any of the services supported by the IT supplier are available 7 x 24

B.Is updated by Configuration Management staff at the end of each working day

C.Holds information that will be useful to the majority of IT Service Management processes

D.Must be verified for accuracy monthly with trend reports on errors distributed to management quarterly

Answer: C

QUESTION 73 . Which of the following is NOT a valid method of tuning?

A.Balancing disc traffic   B.Making more efficient use of processing capacity

C.Installing a new server   D.Balancing workloads

Answer: C

QUESTION 74 . For an organization implementing the ITIL IT Service Management processes which of the following statements is most accurate?

A.The full benefits will only be realized if all IT staff are fully qualified in IT Service Management.

B.The full benefits will only be realized if Incident & Problem Management processes are implemented first.

C.The full benefits will only be realized if the business requirements are first ascertained and then the processes are implemented in an integrated way.

D.The full benefits will only be realized if regular reviews are undertaken with customers.

Answer: C

QUESTION 75 . Which of the following would NOT be a performance measurement for the Service Level Management function?

A.What percentage of services are covered by SLAs?

B.Are service review meetings held on time and correctly minute?

C.Are customer perceptions of service improving?

D.How many services are included within the CMDB?

Answer: D

QUESTION 76 . Which of the following is NOT an element of Availability Management?

A.Verification   B.Security   C.Reliability   D.Maintainability

Answer: A

QUESTION 77 . Which of the following statements is TRUE?

A.Physical copies of all CIs are stored in the DSL

B.Release Management is responsible for managing the organization's rights and obligations regarding software

C.The DSL contains source code only

D.A change may only be developed from non-definitive versions of software in the case of an urgent release

Answer: B

QUESTION 78 . Which of the following metrics would you most associate with the Service Desk?

A.The number of high priority incidents occurring

B.The support team which resolves the greatest number of problems

C.The number of problems solved in a day

D.The mean time between failure

Answer: A

QUESTION 79 .

Potential benefits from managing IT Service Continuity are:

1. Lower insurance premiums   2. Fulfillment of mandatory or regulatory requirements

3. Reduced business disruption in the event of a disaster

4. Better management of risk and the consequent reduction of the impact of failure

A.2 and 4   B.2, 3 and 4   C.All of them   D.1, 2 and 4

Answer: C