ITIL Foundation v.3

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Exam A

QUESTION 1
Where are the statuses of changes recorded?

A. in the Configuration Management Database (CMDB)
B. in the Known Error database
C. in the Change database
D. in the Definitive Software Library (DSL)

Answer: A
Section: (none)

QUESTION 2
Where are activities documented with the aim of improving an IT service?

A. Service Improvement Program (SIP)
B. Service Quality Plan (SQP)
C. Service Level Agreement (SLA)
D. Service Catalogue

Answer: A
Section: (none)

QUESTION 3
Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?

A. the Request for Change number for the Configuration Item
B. the impact of the Configuration Item
C. repairs to the Configuration Item
D. the relationship to other Configuration Items

Answer: D
Section: (none)

QUESTION 4
Information and Communication Technologies (ICT) includes both Asset Management and Configuration Management. What is the difference between Asset Management and Configuration Management?

A. Configuration Management makes an inventory of the Configuration Items and Asset Management registers them.
B. Asset Management focuses exclusively on the book value and Configuration Management on the status of Configuration Items.
C. Configuration Management is a component of Asset Management, so there are no differences between them.
D. Asset Management monitors aspects such as depreciation and Configuration Management monitors aspects such as the relationships between the Configuration Items.

Answer: D
Section: (none)

QUESTION 5
When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

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

Answer: A
Section: (none)

QUESTION 6
Which ITIL process aims to trace business-critical services for which supplementary emergency measures must be taken?

A. IT Service Continuity Management
B. Capacity Management
C. Availability Management
D. Problem Management

Answer: A
Section: (none)

QUESTION 7
Which of the following is a benefit of using ITIL?

A. that the quality and the costs of the IT services can be controlled more efficiently
B. that the users can influence the IT organization providing the IT services
C. that the organization around the IT services can be set up faster
D. that it is finally possible to charge for IT services "Pass Any Exam. Any Time." - www.actualtests.com 3 Exin EX0-100: Practice Exam

Answer: A
Section: (none)

QUESTION 8
Which statement best describes the role of the Service Desk?

A. The Service Desk ensures that the telephone is always manned.
B. The Service Desk ensures that the agreed IT service is available.
C. The primary task of the Service Desk is to investigate problems.
D. The Service Desk functions as the first contact for the customer.

Answer: D
Section: (none)

QUESTION 9

What is the meaning of the term Serviceability?

A. the degree of support that the Service Desk provides to the customer
B. the degree of availability of the IT services that can be offered
C. the degree to which the provision of IT services can be supported by maintenance contracts
D. the degree to which the services agreed in the Service Level Agreement (SLA) are complied with

Answer: C
Section: (none)

QUESTION 10
Which activity is not a Service Desk activity?

A. solving a Problem
B. relating an incident to a Known Error
C. registering Incidents
D. applying temporary fixes

Answer: A
Section: (none)

QUESTION 11
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. Modeling
B. Demand Management
C. Application Management
D. Application Sizing

Answer: B
Section: (none)

QUESTION 12
Changes are divided into categories. What criterion defines a category for a change?

A. the sequence in which the change is made
B. the speed with which the change is made
C. the consequences of the change such as limited, substantial, significant, etc.
D. the Request for Change number that the change is assigned

Answer: C
Section: (none)

QUESTION 13
Who is responsible for tracking and monitoring an incident?

A. Problem Manager

B. Problem Management staff
C. Service Level Manager
D. Service Desk

Answer: D
Section: (none)

QUESTION 14
Which ITIL process is responsible for determining the hardware necessary in order to support an application?

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

Answer: D
Section: (none)

Explanation/Reference:
Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident. According to ITIL best practices, what should happen next?

A. Problem Management will submit a Request for Change (RFC).
B. Service Level Management will start a Service Improvement Program (SIP).
C. Change Management will start a Post Implementation Review (PIR).
D. Release Management will implement the back-out plan.

Answer: D

Q16
How is a change that must be made quickly called?

A. an urgent change
B. a fast change
C. an unplanned change
D. a standard change

Answer: A

Q17
Which ITIL process provides an insight, through the Modeling activity, into trends that could cause performance problems in the future?

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

Answer: D

Q18
Which aspects are described in a Service Level Agreement (SLA)?

A. the company strategy
B. the technological developments that can affect the services offered
C. the quality, expressed in quantity and costs, of the services offered
D. the costs and expected revenue of the services offered

Answer: C

Q19
Software is checked for viruses before it goes into the Definitive Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

A. Release Management
B. Configuration Management
C. Capacity Management
D. Application Management

Answer: A

Q20
What is the basis of the ITIL approach to Service Management?

A. interrelated activities
B. departments
C. IT resources
D. officials

Answer: A

Q21
Which of the following questions can not be answered directly from the Configuration Management Database (CMDB)?

A. Which Requests for Change have been submitted for a specific server?
B. Which Configuration Items does a specific service consist of?
C. Which members of staff of department X have moved to department Y?
D. What incidents or problems have there been for this PC?

Answer: C

Which of the following is a benefit of using ITIL?

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

Answer: D

Q23
Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

A. Problem Analysis
B. Proactive Problem Management
C. Monitoring
D. Error Control

Answer: D

Q24
Which activity in the ITIL process "Financial Management for IT Services" is responsible for billing the

services that were provided to the customer?

A. Budgeting
B. Reporting
C. Charging
D. Accounting

Answer: C

Q25
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

Q26
Which subject should be one of the standard items on the agenda of a meeting of the Change Advisory Board (CAB)?

A. the wishes of customers to implement Changes
B. the registration of Changes
C. reports from Service Level Management
D. ongoing or concluded Changes

Answer: D

Q27
Where are agreements regarding Security Management recorded?

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

Answer: A

Q28
What is a baseline in the IT infrastructure?

A. a minimum value for a customer service ('must at least satisfy?)
B. the most important infrastructure (such as a network) to which all kinds of workstations and services can be linked
C. a standard configuration (such as a standard workstation)
D. a document that states how the infrastructure must be dealt with in an organization (vision)

Answer: C

Q29

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

Q30
What does Mean Time To Repair (MTTR) mean?

A. average time of the breakdown-free period within a measured period
B. average downtime of a service
C. average time between two consecutive incidents
D. average uptime of a service

Answer: B

Q31
Which statement best describes the role of the Service Desk?

A. The Service Desk ensures that the telephone is always manned.
B. The primary task of the Service Desk is to investigate problems.
C. The Service Desk functions as the first contact for the customer.
D. The Service Desk ensures that the agreed IT service is available.

Answer: C

Q32
Where is the planning of changes kept up to date?

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

Answer: D

Q33
Which of the following is a benefit of using ITIL?

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

Answer: D

Q34
Which ITIL process carries out a risk analysis on the possible threats to and vulnerabilities of the IT infrastructure?

A. IT Service Continuity Management
B. Problem Management
C. Configuration Management
D. Capacity Management

Answer: A

Q35
What is the difference between a process and a project?

A. A process stops when the objective has been achieved, whereas a project does not stop when the objective is met.

B. A project is continuous and has no end date, whereas a process has a finite lifespan.
C. A process is continuous and has no end date, whereas a project has a finite lifespan.
D. In a project the focus is not on the result, whereas with a process the result is important.

Answer: C

Q36
One of the objectives of Problem Management is to minimize the impact of problems on IT services. Which activity needs to be carried out by Problem Management in order to achieve this?

A. maintaining relations with suppliers
B. ensuring the availability of the IT infrastructure
C. managing Known Errors
D. giving second-line support when problems occur

Answer: C

Q37
In the Change Management process, which role is ultimately responsible for the entire process?

A. Change Manager
B. Change Coordinator
C. Change Advisory Board
D. IT Manager

Answer: A

Q38
Which ITIL process is responsible for setting up the cost allocation system?

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

Answer: A

Q39
When implementing a new version of an application both Change Management and Release Management are involved. What is the responsibility of the Change Management process here?

A. Change Management has the executive task in this phase.
B. Change Management must check whether the new application functions properly.
C. Change Management plays a coordinating role in this phase.
D. Change Management draws up the change request for this.

Answer: C

Q40

Which of the following is a department rather than a process?

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

Answer: B

Q41

Which of the following is an example of proactive Problem Management?

A. a trend analysis
B. a report regarding the Problem Management process
C. a change request
D. an urgent change

Answer: A

Q42
What does the term 'detail level' mean in the context of the Configuration Management Database (CMDB)?

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

Answer: B

Q43
Which ITIL process handles the implementation of the policy for access management and access to information systems?

A. Availability Management
B. Release Management
C. Security Management
D. Incident Management

Answer: C

Q44
Of which ITIL process are Reliability, Serviceability and Maintainability components?

A. Service Level Management
B. IT Service Continuity Management
C. Problem Management
D. Availability Management

Answer: D

Q45
Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?

A. the relationship to other Configuration Items
B. the impact of the Configuration Item
C. the Request for Change number for the Configuration Item
D. repairs to the Configuration Item

Answer: A

Q46
The spell check module of a word-processing software package contains a number of errors. The Development department has corrected these errors in a new version. Which process is responsible for ensuring this updated version is tested?

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

Answer: D

Q47

Which status is a problem assigned once its cause has been identified?

A. Work-around
B. Request for Change (RFC)
C. Incident
D. Known Error

Answer: D

Q48
Which of the following is a department rather than a process?

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

Answer: D

Q49
Which ITIL process includes the activity of describing and registering all components in the IT infrastructure?

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

Answer: A

Q50
A user reports a PC problem to the Service Desk. A Service Desk representative determines that the PC is defective and indicates that according to the services catalogue, the PC will be replaced within three hours. Which ITIL process is responsible for having this user's PC replaced within three hours?

A. Change Management
B. Service Level Management
C. Configuration Management
D. Availability Management

Answer: A

Q51
An analysis has been made regarding the expansion of the customer information database. The result indicates that the mainframe disk capacity must be increased, to accomodate the expected growth of the database in the foreseeable future. Which process is responsible for sharing this information on time, to make sure that the available disk space is sufficient?

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

Answer: B

Q52
Which ITIL process ensures that the information that has been made available satisfies the specified

information security requirements?

A. Availability Management
B. Security Management
C. IT Service Continuity Management
D. Service Level Management

Answer: B

Q53
What is the primary task of Error Control?

A. checking problems and incidents
B. classifying and defining the priorities of problems
C. correcting Known Errors
D. providing information to the users

Answer: C

Q54
Which ITIL process is responsible for analyzing risks and counter measures?

A. Service Desk
B. Capacity Management
C. Problem Management
D. IT Service Continuity Management

Answer: D

Q55
How does Problem Management contribute to a higher solution percentage of first-line support?

A. by analyzing open incidents
B. by making a knowledge database available
C. by preventing incidents
D. by evaluating incidents with the customer

Answer: B

Q56
Which ITIL process has responsibility in preventing unauthorized access to data?

A. Availability Management
B. Security Management
C. IT Service Continuity Management
D. Release Management

Answer: B

Q57
When is a Known Error identified?

A. When the cause of the problem isknown.
B. When the problem is known.
C. When the problem has been resolved.

D. When the incident has been sent to Problem Management.

Answer: A

Q58
Which ITIL process has the following objective? Correcting malfunctions in the services as quickly as possible by minimizing the consequences of the malfunctions, so that the user is hindered as little as possible.

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

Answer: C

Q59
What aspects would you not expect to see in a Service Level report designed for the customer?

A. the level of availabilityrealised and the time not available per period
B. the percentage of incidents that was resolved within the target
C. the successful and reverted Changes during a specific period
D. the average utilization level of the Service Desk

Answer: D

Q60
When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

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

Answer: B

Q61
Which ITIL process is responsible for handling an application for a new workstation according to a standard working method?

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

Answer: D

Q62
What is a request to replace something within the IT infrastructure called?

A. Request for Change
B. Replacement Request
C. Request for Release
D. Service Request

Answer: A

Q63
When the cause of one or more incidents is not known, additional resources are assigned to identify the cause. Which ITIL process is responsible for this?

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

Answer: C

Q64
An organization plans on implementing a new network operating system. Before the actual implementation takes place, the plan of approach for achieving the implementation is discussed.
Under whose leadership is this discussion held?

A. the Service Manager
B. the Network Manager
C. the Change Manager
D. the Service Level Manager

Answer: C

Q65
What is the criterion used by Change Management in determining the category for a Request for Change?

A. priority
B. urgency
C. impact
D. content

Answer: C

Q66
Where are activities documented with the aim of improving an IT service?

A. Service Level Agreement (SLA)
B. Service Catalogue
C. Service Quality Plan (SQP)
D. Service Improvement Program (SIP)

Answer: D

Q67
Which activity is not the responsibility of IT Service Continuity Management?

A. testing back-out arrangements
B. analyzing risks
C. executing impact analyses of incidents related to the back-out facilities
D. drawing up back-out scenarios

Answer: C

Q68
Which of the following is the best description of the contents of the Definitive Software Library?

A. softwareawaiting user acceptance testing
B. authorized versions of all software used on the infrastructure

C. copies of all live software programs
D. copies of all software versions that are needed

Answer: B

Q69
The Service Desk receives different types of calls. Which of the following is an incident?

A. information about the rollout of a specific application
B. a notification that a new toner cartridge has just been installed in a printer
C. a request to install a new bookkeeping package
D. a system message that a printer is not working

Answer: D

Q70
A process is a logically coherent series of activities for a pre-defined goal. What is the process owner responsible for?

A. the result of the process
B. describing the process
C. implementing the process
D. setting up the process

Answer: A

Q71
In Change Management, a number of activities take place between the acceptance of a Request for Change and the completion of the change. Which activity is performed after acceptance of a Request for Change?

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

Answer: C

Q72
The Deming quality circle is a model for control based on quality. Which step in this model must be taken first?

A. measurement
B. adjustment
C. planning
D. implementation

Answer: C

Q73
Which ITIL process is responsible for annually allocating the costs of Underpinning Contracts?

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

Answer: D

Q74
What is the first activity when implementing a release?

A. designing and building a release
B. communicating and preparing the release
C. compiling the release schedule
D. testing a release

Answer: C

Q75
Which ITIL process is responsible for tracing the underlying cause of errors?

A. Problem Management
B. Security Management
C. Capacity Management
D. Incident Management

Answer: A

Q76
What is meant by the urgency of an incident?

A. the time needed by IT Services to resolve the incident
B. the degree to which the incident gives rise to a deviation from the normal service level
C. the degree to which the solution of an incident tolerates delay
D. the relative importance of the incidents when handling them

Answer: C

Q77
In an organization, the purchasing department has relocated internally - not just the people, but also their IT resources. A Service Desk employee has been commissioned to relocate this department's workstations. In which ITIL process is this employee now playing a role?

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

Answer: C

Q78
What is the term used for a fully described and approved Change that does not have to be evaluated by Change Management each time?

A. Standard Change
B. Request for Change
C. Urgent Change
D. Service Request

Answer: A

Q79
Which activity is not a Service Desk activity?

A. solving a Problem
B. relating an incident to a Known Error
C. registering Incidents
D. applying temporary fixes

Answer: A

Q80
Software is checked for viruses before it goes into the Definitive Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

A. Release Management
B. Application Management
C. Capacity Management
D. Configuration Management

Answer: A

Q81
The Application Sizing activity is part of Capacity Management. What is Application Sizing?

A. measuring the load that an application places on the hardware
B. keeping the capacity used by the applications up-to-date
C. checking how an application has grown
D. determining the hardware capacity required to support new (or adapted) applications

Answer: D

Q82
Which ITIL process is responsible for creating the cost agreements for extra support of the Service Desk?

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

Answer: D

Q83
Which ITIL process manager requires a report specifying the duration of an interruption of a Configuration Item?

A. Availability Manager
B. Problem Manager
C. Service Level Manager
D. Incident Manager

Answer: A

Q84
Who decides the category of a change?

A. the customer
B. the Service Desk
C. the Problem Manager
D. the Change Manager

Answer: D

Q85
The successful diagnosis of a problem results in a Known Error. On the basis of this Known Error a Request for Change may be raised. When can the Known Error be closed?

A. When the proposal for change is lodged with ChangeManagement.
B. When the Request for Change is authorized by the Change AdvisoryBoard.

C. When a review of the change has led to a satisfactory result.
D. When incidents related to the Known Error do not occur any more.

Answer: C

Q86
In IT Service Continuity Management various precautionary measures are taken, for example using an emergency power provision. Which of the following ITIL processes could also initiate this kind of measure?

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

Answer: A

Q87
When must a Post Implementation Review take place?

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

Answer: D

Q88
Which activity takes place immediately after recording and registering an incident?

A. classification
B. matching
C. analysis and diagnosis
D. solving and restoring

Answer: A

Q89
Which ITIL process has the task of classifying incoming interruption reports?

A. Change Management
B. Problem Management
C. Security Management
D. Incident Management

Answer: D

Q90
Which activity is not the responsibility of IT Service Continuity Management?

A. analyzing risks
B. executing impact analyses of incidents related to the back-out facilities
C. drawing up back-out scenarios
D. testing back-out arrangements

Answer: B

Q91
Which of the following statements about the Service Catalogue is correct?

A. It describes only those services that are also included in the Service Level Agreement (SLA).
B. It can be used instead of an SLA.

C. It is necessary in order to draw up an SLA.
D. It describes all services that can be supplied by the IT management organization.

Answer: D

Q92
Which of the following describes the basic concept of Integrity in the Security Management process?

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

Answer: B

Q93
Users have complained about the e-mail service. An evaluation of the service has been performed. Which activity takes place after the evaluation of a service?

A. adjusting of the service
B. defining Service Levels
C. monitoring of Service Levels
D. compilation of Service Level Reports

Answer: A

Q94
In the Service Level Management Process, what happens during the activity called "monitoring"?

A. guarding agreements with the customer
B. acquiring customers
C. guarding negotiations with the customer
D. identifying the needs of customers

Answer: A

Q95
Reports of different types arrive at a Service Desk. Which of the following reports is an incident?

A. a request for the installation of a new bookkeeping package
B. a report that the printer is not working
C. a question about where the manual is
D. information about the departure time of the train to London

Answer: B

Q96
The cash registers in a supermarket experience network disruptions daily between 4 p.m. and 6 a.m

A. Which ITIL process is responsible for solving these difficulties on a structural basis?
B. Capacity Management
C. Availability Management
D. Problem Management
E. Incident Management

Answer: C

Q97

Which ITIL process aims to prevent incidents resulting from changes to the IT infrastructure?

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

Answer: D

Q98
What is the use of additional technical expertise in the Incident Management process called?

A. functional escalation
B. problem analysis
C. incident classification
D. resolution and recovery of the incident

Answer: A

Q99
A number of new PCs have been installed at a company's offices. For which of the following activities was Configuration Management responsible?

A. recording data regarding the PCs
B. establishing the correct links in the Local Area Network
C. installing software
D. making available the necessary user's manuals

Answer: A

Q100
In company X a specific component of the IT infrastructure has been modified. This could have consequences for other components. What ITIL process should be set up in order to provide good insight into these consequences?

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

Answer: D

Q101
A customer calls the Service Desk and reports that the system is slow. He asks whether he can be given another PC like his colleague's, which is much faster. Which term is applicable to this situation?

A. Problem
B. Request for Change
C. Incident
D. Classification

Answer: C

Q102
One of Problem Management's tasks is to proactively prevent incidents. Which of the following is a Problem Management activity that can be categorized as being proactive?

A. making agreements with the customer using Service Level Agreements
B. analyzing reported incidents in order to make recommendations

C. employing more Problem Managers
D. delivering second-line support, should problemsoccur

Answer: B

Q103
Information is regularly exchanged between Problem Management and Change Management.
What information is this?

A. Known Errors from Problem Management, on the basis of which Change Management can generate
Requests for Change (RFCs)
B. RFCs resulting from Known Errors
C. RFCs from the Service Desk that Problem Managementpasses on to Change Management
D. RFCs from the users that Problem Management passes on to Change Management

Answer: B

Q104
Which ITIL process provides change proposals in order to eliminate structural errors?

A. Security Management
B. Problem Management
C. IT Service Continuity Management
D. Availability Management

Answer: B

Q105
What is meant by the urgency of an incident?

A. the degree to which the solution of an incident tolerates delay
B. the degree to which the incident gives rise to a deviation from the normal service level
C. the relative importance of the incidents when handling them
D. the time needed by IT Services to resolve the incident

Answer: A

Q106
Which of the following tasks is part of proactive Problem Management?

A. making a change to resolve a problem
B. analyzing trends
C. managing Known Errors
D. registering frequently occurring errors

Answer: B

Q107
Which ITIL process has the objective of helping to monitor the IT services by maintaining a logical model of
the IT infrastructure and IT services?

A. Capacity Management
B. Change Management
C. Configuration Management
D. Financial Management for IT services

Answer: C

Q108
According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure

good performance. Which of the following answers specifies the correct sequence for these steps?

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

Answer: A

Q109
What does Mean Time To Repair (MTTR) mean?

A. average time between two consecutive incidents
B. average downtime of a service
C. average time of the breakdown-free period within a measured period
D. average uptime of a service

Answer: B

Q110
For what is Capacity Management responsible?

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

Answer: C

Q111
For which of the following activities of Configuration Management are audits regularly implemented?

A. status monitoring
B. planning
C. verification
D. identification

Answer: C

Q112
Which ITIL process or which ITIL department has responsibilities that include distributing information to users?

A. Change Management
B. Incident Management
C. Service Desk
D. Customer Relationship Management

Answer: C

Q113
What is the first step when registering an incident?

A. determine the priority
B. assign an incident number
C. record the incident data
D. perform matching

Answer: B

Q114
When is a back-out plan invoked?

A. When it is found that something went wrong when implementing a Change.
B. When it is found that something went wrong when testing a Change.
C. When it is found that something went wrong when building a Change.
D. When it is found that something went wrong when scheduling resources.

Answer: A

Q115
What is the term used for a situation derived from a series of incidents with the same characteristics?

A. a Change Request
B. a Known Error
C. a Service Call
D. a Problem

Answer: D

Q116
Which ITIL process verifies that the modifications which have been made to the IT infrastructure have been properly documented?

A. Configuration Management
B. Problem Management
C. Incident Management
D. Availability Management

Answer: A

Q117
According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance. Which of the following answers specifies the correct sequence for these steps?

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

Answer: D

Q118
Security Management includes a number of sub-processes. Which activity of Security Management leads to a security sub-clause in the Service Level Agreement (SLA)?

A. Implement
B. Maintenance
C. Plan
D. Control

Answer: C

Q119
Which of the following parties involved in an incident determines whether that incident can be closed?

A. employee of the Service Desk
B. user
C. purchaser of the services
D. Service Manager

Answer: B

Q120
A power failure has knocked out the entire IT infrastructure. Fortunately, there is an ITSC Plan available.
When should power failure be considered a disaster to enact the ITSC Plan?

A. When the time within which the failure should be solved, has exceeded.
B. Immediately, as the IT service can no longer be used.
C. When the Incident Manager thinks this is necessary.
D. When the Continuity Manager expects the failure to last longer than the maximum period of time
mentioned in the Service Level Agreement.

Answer: D