



**Exin**

## **Exam Questions ITIL**

ITIL Foundation v.3

#### NEW QUESTION 1

Which role is responsible for carrying out the activities of a process?

- A. Process owner
- B. Change manager
- C. Service manager
- D. Process practitioner

**Answer: D**

#### NEW QUESTION 2

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

**Answer: B**

#### NEW QUESTION 3

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

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

**Answer: C**

#### NEW QUESTION 4

Which of the following BEST describes service strategies value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

**Answer: D**

#### NEW QUESTION 5

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

**Answer: C**

#### NEW QUESTION 6

Which of the following should be documented in an incident model?

- A. Mastered
- B. Not Mastered

**Answer: A**

#### NEW QUESTION 7

Chronological order of steps to resolve the incident

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

**Answer: B**

#### NEW QUESTION 8

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA

- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

**Answer:** C

**NEW QUESTION 9**

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

**Answer:** C

**NEW QUESTION 10**

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

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

**Answer:** B

**NEW QUESTION 10**

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity
- C. Be kept up-to-date on the progress of an activity
- D. Manage an activity

**Answer:** C

**NEW QUESTION 14**

Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

**Answer:** A

**NEW QUESTION 18**

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

**Answer:** A

**NEW QUESTION 23**

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

**Answer:** A

**NEW QUESTION 27**

Local service desk

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 30**

Which of the following are the MAIN objectives of incident management?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 33**

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

**Answer:** B

**NEW QUESTION 35**

Which of the following types of service should be included in the scope of service portfolio management?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 38**

Those planned to be delivered

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 40**

Those that have been withdrawn from service

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

**Answer:** B

**NEW QUESTION 45**

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

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

**Answer:** D

**NEW QUESTION 50**

At any time it would be useful to do so

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 52**

After a workaround has been found

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

**Answer:** D

**NEW QUESTION 53**

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

**Answer: B**

**NEW QUESTION 58**

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

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

**Answer: C**

**NEW QUESTION 63**

What do customer perceptions and business outcomes help to define?

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

**Answer: A**

**NEW QUESTION 65**

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

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

**Answer: B**

**NEW QUESTION 67**

What should a service always deliver to customers?

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

**Answer: C**

**NEW QUESTION 70**

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

**Answer: D**

**NEW QUESTION 75**

Availability management is directly responsible for the availability of which of the following?

- A. IT services and components
- B. IT services and business processes
- C. Components and business processes
- D. IT services, components and business processes

**Answer: A**

**NEW QUESTION 78**

Which of the following are reasons why ITIL is successful?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 80**

It does not prescribe actions

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 85**

The consideration of value creation is a principle of which stage of the service lifecycle?

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

**Answer:** B

**NEW QUESTION 88**

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

**Answer:** C

**NEW QUESTION 93**

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

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

**Answer:** A

**NEW QUESTION 96**

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

**Answer:** D

**NEW QUESTION 97**

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

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

**Answer:** C

**NEW QUESTION 101**

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

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

**Answer:** C

**NEW QUESTION 104**

Which of the following would commonly be found in a contract underpinning an IT service?

- A. Mastered

B. Not Mastered

**Answer:** A

**NEW QUESTION 108**

Financial arrangements related to the contract

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 109**

Responsibilities and dependencies for both parties

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

**Answer:** D

**NEW QUESTION 110**

Service transition contains detailed descriptions of which processes?

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

**Answer:** A

**NEW QUESTION 113**

Which statement should NOT be part of the value proposition for Service Design?

- 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

**NEW QUESTION 117**

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

**Answer:** C

**NEW QUESTION 120**

Change authority

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 121**

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

**Answer:** B

**NEW QUESTION 124**

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers

- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

**Answer:** A

#### NEW QUESTION 129

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
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

**Answer:** A

#### NEW QUESTION 133

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

**Answer:** D

#### NEW QUESTION 138

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
- B. Identification of risk, analysis and management of the exposure to risk
- C. Control of exposure to risk and investment of capital
- D. Training of all staff and investment of capital

**Answer:** B

#### NEW QUESTION 142

Which of the following is an enabler of best practice?

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

**Answer:** B

#### NEW QUESTION 146

Service design emphasizes the importance of the "Four Ps". These "Four Ps" 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

#### NEW QUESTION 150

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 architectures

**Answer:** C

#### NEW QUESTION 151

Where would you expect incident resolution targets to be documented?

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

**Answer:** A

**NEW QUESTION 152**

Enabling the service provider to respond quickly and effectively to changes in the business environment

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 157**

Reduction in the duration and frequency of service outages

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

**Answer:** C

**NEW QUESTION 162**

Assisting with process design

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 166**

Which one of the following is concerned with policy and direction?

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

**Answer:** B

**NEW QUESTION 171**

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 176**

The services

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 181**

Which of the following is service transition planning and support NOT responsible for?

- A. Prioritizing conflicts for service transition resources
- B. Coordinating the efforts required to manage multiple simultaneous transitions
- C. Maintaining policies, standards and models for service transition activities and processes
- D. Detailed planning of the build and test of individual changes

**Answer:** D

**NEW QUESTION 184**

What are underpinning contracts used to document?

- A. The provision of IT services or business services by a service provider
- B. The provision of goods and services by third party suppliers
- C. Service levels that have been agreed between the internal service provider and their customer
- D. Metrics and critical success factors (CSFs) for internal support teams

**Answer:** B

**NEW QUESTION 187**

Which of the following identify the purpose of business relationship management?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 192**

To establish and maintain a business relationship between service provider and customer

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 195**

To identify customer needs and ensure that the service provider is able to meet

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

**Answer:** A

**NEW QUESTION 198**

Which of the following is the correct definition of an outcome?

- A. The results specific to the clauses in a service level agreement (SLA)
- B. The result of carrying out an activity, following a process or delivering an IT service
- C. All the accumulated knowledge of the service provider
- D. All incidents reported to the service desk

**Answer:** B

**NEW QUESTION 203**

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

- A. Availability management
- B. Capacity management
- C. Design coordination
- D. Release management

**Answer:** C

**NEW QUESTION 208**

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

**Answer:** B

**NEW QUESTION 213**

What would be the next step in the continual service improvement (CSI) model after?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 215**

Where do we want to be?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 219**

Did we get there?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 221**

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. The ECAB considers every high priority request for change (RFC)
- 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

**NEW QUESTION 223**

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

**Answer:** C

**NEW QUESTION 227**

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

**Answer:** B

**NEW QUESTION 229**

Which of the following areas would technology help to support during the service lifecycle?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 231**

Data mining and workflow

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 234**

Release and deployment

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 237**

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

**NEW QUESTION 242**

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A change

- B. A change model
- C. A change request
- D. A change advisory board

**Answer:** A

**NEW QUESTION 246**

Where should the following information be stored?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 248**

The experience of staff

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 250**

User skill levels

- A. The forward schedule of change
- B. The service portfolio
- C. A configuration management database (CMDB)
- D. The service knowledge management system (SKMS)

**Answer:** D

**NEW QUESTION 255**

Which of the following statements about standard changes are CORRECT?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 257**

Details of the change will be recorded

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 258**

Some standard changes will be triggered by the request fulfilment process

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

**Answer:** D

**NEW QUESTION 262**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfilment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

**Answer:** A

**NEW QUESTION 266**

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 management

**Answer:** A

**NEW QUESTION 271**

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

**Answer:** C

**NEW QUESTION 273**

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

**Answer:** C

**NEW QUESTION 276**

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 fulfillment

**Answer:** D

**NEW QUESTION 280**

Users

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 283**

Suppliers

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

**Answer:** A

**NEW QUESTION 287**

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

**NEW QUESTION 291**

Which of the following CANNOT be provided by a tool?

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

**Answer:** C

**NEW QUESTION 295**

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

**Answer: B**

**NEW QUESTION 298**

What is a RACI model used for?

- A. Performance analysis
- B. Recording configuration items
- C. Monitoring services
- D. Defining roles and responsibilities

**Answer: D**

**NEW QUESTION 299**

What are customers of IT services who work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

**Answer: D**

**NEW QUESTION 303**

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

**Answer: B**

**NEW QUESTION 306**

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so
- B. No: the Known Error should be created before the problem is logged
- C. No: a known error record is created when the original incident is raised
- D. No: a known error record should be created with the next release of the service

**Answer: A**

**NEW QUESTION 307**

Enabling the service provider to respond quickly and effectively to changes in the business environment

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 310**

Support the creation of a portfolio of quantified services

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

**Answer: A**

**NEW QUESTION 314**

Which of the following would be examined by a major problem review?

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 318**

Things that were done correctly

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 320**

Which one 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

**NEW QUESTION 321**

Which of the following are sources of best practice?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 324**

Academic research

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 326**

Internal experience

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 327**

The steps that should be taken to handle the change

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 328**

Responsibilities; who should do what, including escalation

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 332**

Complaints procedures

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

**Answer:** A

**NEW QUESTION 333**

Choosing which CIs to record will depend on the level of control an organization wishes to exert.

- A. 1 only
- B. 2 only
- C. Both of the above

D. Neither of the above

**Answer: C**

**NEW QUESTION 335**

Enabling

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 338**

Enhancing

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 343**

Which of the following BEST describes technical management?

- A. A function responsibilities 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 responsibilities for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT infrastructure

**Answer: D**

**NEW QUESTION 344**

Which of the following is not a service desk type recognized in the service operation volume of ITIL?

- A. Local
- B. Centralized
- C. Outsourced
- D. Virtual

**Answer: C**

**NEW QUESTION 349**

What is the primary focus of the business management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer: D**

**NEW QUESTION 353**

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Change management
- B. IT service continuity management
- C. Financial management for IT services
- D. Service catalog management

**Answer: B**

**NEW QUESTION 358**

Which one of the following do major incidents require?

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

**Answer: A**

**NEW QUESTION 361**

In terms of adding value to the business, which one 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 modeled
- D. Service value is visible to customers

**Answer:** D

**NEW QUESTION 363**

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

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

**Answer:** D

**NEW QUESTION 367**

Hardware within a data centre or computer room

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 372**

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

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

**Answer:** A

**NEW QUESTION 375**

Design and modeling

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 378**

Which one of the following is an objective of release and deployment management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To ensure that the overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

**Answer:** D

**NEW QUESTION 379**

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database
- 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

**NEW QUESTION 382**

Which of the following should IT service continuity strategy be based on?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 383**

Business continuity strategy

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 388**

Business impact analysis (BIA)

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 391**

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

**NEW QUESTION 396**

Which one of the following is the BEST definition of an event?

- A. Any change of state that has significance for the management of a configuration item (CI) or IT service
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

**Answer:** A

**NEW QUESTION 398**

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes which will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

**Answer:** D

**NEW QUESTION 400**

Monitoring system availability

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 402**

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

**Answer:** D

**NEW QUESTION 407**

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the 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

**NEW QUESTION 411**

Adapting best practice for specific industry sectors

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 414**

Which one of the following is the BEST description of a service-based service level agreement (SLA)?

- A. An agreement with an individual customer group, covering all the services that they use
- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all customers of that service

**Answer:** D

**NEW QUESTION 419**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

**Answer:** A

**NEW QUESTION 421**

Which of the following activities are performed by a desk?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 423**

Implementing all standard changes

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

**Answer:** B

**NEW QUESTION 428**

Which of the following are within the scope of service asset and configuration management?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 431**

Identification of configuration items (CIs)

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 432**

Recording relationships between CIs

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 433**

Approving finance for the purchase of software to support service asset and configuration management

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

**Answer:** A

**NEW QUESTION 435**

Which of the following is the BEST description of a service-based service level agreement (SLA)?

- A. The SLA covers one service, for all the customers of that service
- B. The SLA covers an individual customer group for all services they use
- C. An SLA that covers all customers for all services
- D. An SLA for a service with no customers

**Answer:** A

**NEW QUESTION 440**

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

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

**Answer:** A

**NEW QUESTION 443**

From the perspective of the service provider, who is the person or group that agrees their service targets?

- A. The user
- B. The customer
- C. The supplier
- D. The administrator

**Answer:** B

**NEW QUESTION 445**

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require
- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

**Answer:** A

**NEW QUESTION 447**

Identifying improvement opportunities

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 451**

Appointing people to required roles

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

**Answer:** A

**NEW QUESTION 453**

Which of the following statements is CORRECT for every process?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 456**

It delivers its primary results to a customer or stakeholder

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 460**

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 463**

Check the incident categorization and correct it if necessary

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 465**

Check that the user is satisfied with the outcome

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

**Answer:** B

**NEW QUESTION 470**

Which process would you MOST expect to be involved in the management of underpinning contracts?

- A. Change management
- B. Service catalogue management
- C. Supplier management
- D. Release and deployment management

**Answer:** C

**NEW QUESTION 472**

Which of the following are valid parts of the service portfolio?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 473**

Service pipeline

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 477**

Service knowledge management system (SKMS)

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 482**

An IT service retirement

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

**Answer:** B

**NEW QUESTION 486**

Which of the following are benefits to the business of implementing service transition?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 487**

Better reuse and sharing of assets across projects and resources

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 491**

Reduced cost to design new services

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 493**

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 498**

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

**Answer:** B

**NEW QUESTION 501**

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

**NEW QUESTION 506**

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- A. A capacity database
- B. A definitive media library
- C. A request for change
- D. A known error database

**Answer:** D

**NEW QUESTION 510**

Which reason describes why ITIL is so successful?

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

**Answer:** B

**NEW QUESTION 515**

What type of record should you raise when a problem diagnosis is complete and a workaround is available?

- A. A service object
- B. An incident
- C. A change
- D. A known error

**Answer:** D

**NEW QUESTION 517**

Which two elements of financial management for IT services are mandatory?

- A. Budgeting and charging
- B. Accounting and charging
- C. Budgeting and accounting
- D. Costing and charging

**Answer:** C

**NEW QUESTION 519**

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer:** D

**NEW QUESTION 520**

Which statement about the service portfolio is TRUE?

- A. The service portfolio includes all services except those managed by third parties
- B. It is an integral part of the service catalogue
- C. It allows the organization unlimited resources when planning for new service deployments
- D. It represents all resources presently engaged or being released in various stages of the service lifecycle

**Answer:** D

**NEW QUESTION 523**

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 525**

To account for, manage and protect the integrity of service assets and configuration items

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 526**

To establish and maintain an accurate and complete configuration management system

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 529**

To document all security controls together with their operation and maintenance

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

**Answer:** A

**NEW QUESTION 530**

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

**NEW QUESTION 532**

Which of these recommendations is best practice for service level management?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 536**

Which of the following statement about the service owner is INCORRECT?

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

**Answer:** A

**NEW QUESTION 540**

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 unit

**Answer:** D

**NEW QUESTION 544**

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

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

**Answer:** D

**NEW QUESTION 546**

Details of failed changes

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 551**

Reviews of completed changes

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

**Answer:** A

**NEW QUESTION 556**

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 560**

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

**Answer: B**

**NEW QUESTION 561**

Which of the following can include steps that will help to resolve an incident?

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 563**

Performance reporting

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 566**

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**

**NEW QUESTION 567**

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

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

**Answer: C**

**NEW QUESTION 572**

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**

**NEW QUESTION 576**

Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"?

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

**Answer: B**

**NEW QUESTION 581**

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

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

**Answer: A**

#### NEW QUESTION 582

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**

#### NEW QUESTION 585

Which of the following statements is INCORRECT?

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

**Answer: B**

#### NEW QUESTION 590

Which of the following sentences BEST describes a Standard Change?

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

**Answer: B**

#### NEW QUESTION 595

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

**Answer: C**

#### NEW QUESTION 597

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

- A. RACI model
- B. Service Model
- C. Continual Service improvement (CSI) model.
- D. The Deming Cycle

**Answer: A**

#### NEW QUESTION 600

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

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

**Answer: C**

#### NEW QUESTION 603

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, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
- C. There should be a single Plan and Do, 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**

#### NEW QUESTION 607

Agreeing targets in Service Level Agreements

- A. Mastered

B. Not Mastered

**Answer:** A

**NEW QUESTION 608**

Designing the service so it can meet the targets

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 610**

Ensuring all needed contracts and agreements are in place

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

**Answer:** A

**NEW QUESTION 612**

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

**NEW QUESTION 613**

In many organizations 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

**NEW QUESTION 614**

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

**NEW QUESTION 615**

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

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

**Answer:** A

**NEW QUESTION 619**

Virtual Service Desk

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 623**

IT Help Desk

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 624**

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

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

**Answer:** C

**NEW QUESTION 625**

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

- A. Incident Management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Access management

**Answer:** B

**NEW QUESTION 628**

The only phase of the Service Management Lifecycle where value can be measured is Service Operation

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 632**

How does Problem Management work with Change Management?

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

**Answer:** C

**NEW QUESTION 634**

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

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

**Answer:** C

**NEW QUESTION 639**

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

- A. Access management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Incident Management

**Answer:** B

**NEW QUESTION 643**

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

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

**Answer:** C

**NEW QUESTION 648**

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

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

**Answer: C**

**NEW QUESTION 650**

What is the definition of an Alert?

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

**Answer: B**

**NEW QUESTION 653**

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

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

**Answer: D**

**NEW QUESTION 658**

Which of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

**Answer: D**

**NEW QUESTION 659**

Which of the following is the BEST definition of an Incident?

- A. A warning that a threshold has been reached, something has changed, or a failure has occurred
- B. An unplanned interruption to an IT service or reduction in the quality of an IT service
- C. A change of state which has significance for the management of a Configuration Item or IT Service
- D. Loss of ability to operate to specification, or to deliver the required output

**Answer: B**

**NEW QUESTION 662**

A Service Level Agreement is?

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

**Answer: B**

**NEW QUESTION 666**

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

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

**Answer: A**

**NEW QUESTION 671**

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**

**NEW QUESTION 674**

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

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

**Answer: B**

**NEW QUESTION 677**

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**

**NEW QUESTION 681**

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

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

**Answer: B**

**NEW QUESTION 685**

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

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

**Answer: C**

**NEW QUESTION 690**

In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

- A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
- B. From the information given, it is not possible to comment regarding the impact on responsiveness of over- emphasis on stability
- C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
- D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

**Answer: D**

**NEW QUESTION 693**

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

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

**Answer: D**

**NEW QUESTION 696**

Which of the following is concerned with fairness and transparency?

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

**Answer: B**

**NEW QUESTION 697**

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 of the organization
- 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**

**NEW QUESTION 698**

Contracts relating to an outsourced Data Centre would be managed by?

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

**Answer: D**

**NEW QUESTION 703**

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

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

**Answer: D**

**NEW QUESTION 707**

What is the definition of an Alert?

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

**Answer: C**

**NEW QUESTION 709**

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**

**NEW QUESTION 711**

Which of the following is the goal or purpose of service level management?

- 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**

**NEW QUESTION 715**

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

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

**Answer: A**

**NEW QUESTION 720**

Which of the following statements about communication within Service Operation are CORRECT?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 725**

All communication must have an intended purpose or resultant action

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 728**

Communication should not take place without a clear audience

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

**Answer:** C

**NEW QUESTION 730**

Match the following activities with the Deming Cycle stages

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 731**

Monitor, Measure and Review

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 736**

Continual Improvement

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 741**

Implement Initiatives

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 744**

Which of the following is NOT a responsibility of service transition?

- A. To ensure that a service can be managed, operated and supported within constraints specified by design
- B. To design and develop capabilities for service management
- C. To provide quality knowledge of change and release and deployment management
- D. To plan the resource requirements to manage a release

**Answer:** B

**NEW QUESTION 747**

Ensuring services are able to meet availability targets

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 751**

In which of the following situations should a Problem Record be created?

- A. An event indicates that a redundant network segment has failed but it has not impacted any users
- B. An Incident is passed to second-level support
- C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents
- D. Incident Management has found a workaround but needs some assistance in implementing it

**Answer: C**

**NEW QUESTION 752**

Which of these would fall outside the scope of a typical service change management process?

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

**Answer: D**

**NEW QUESTION 755**

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?

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 758**

Progress

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 763**

Effectiveness

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 766**

Efficiency

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 769**

Known Error Data

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 771**

Change Schedules

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 773**

Service Knowledge Management System

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 776**

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

**NEW QUESTION 779**

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

**NEW QUESTION 781**

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

**NEW QUESTION 782**

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

**NEW QUESTION 784**

Which of the following are goals of Service Operation?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 789**

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

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

**Answer:** C

**NEW QUESTION 791**

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**

**NEW QUESTION 796**

What does a service always deliver to customers?

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

**Answer: C**

**NEW QUESTION 800**

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**

**NEW QUESTION 803**

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**

**NEW QUESTION 805**

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**

**NEW QUESTION 806**

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**

**NEW QUESTION 810**

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

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

**Answer: A**

**NEW QUESTION 814**

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**

**NEW QUESTION 816**

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**

**NEW QUESTION 820**

Which of the following statements is CORRECT?

- A. IT Service Continuity Management can only take place once Business Continuity Management has been established
- B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
- C. Business Continuity Management and IT Service Continuity Management must be established at the same time
- D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

**Answer: B**

**NEW QUESTION 823**

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**

**NEW QUESTION 828**

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

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

**Answer: D**

**NEW QUESTION 829**

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**

**NEW QUESTION 833**

Which of the following BEST describes a Change Authority?

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

**Answer: C**

**NEW QUESTION 834**

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**

**NEW QUESTION 835**

Identify the input to the Problem Management process.

- A. Request for Change

- B. Problem Resolution
- C. Incident Records
- D. New Known Errors

**Answer:** C

**NEW QUESTION 840**

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

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

**Answer:** B

**NEW QUESTION 844**

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

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

**Answer:** A

**NEW QUESTION 846**

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

**NEW QUESTION 847**

Which of the following are aspects of Service Design?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 852**

Technology

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 853**

Service Management processes

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 856**

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

**NEW QUESTION 857**

The BEST processes to automate are those that are:

- A. Carried out by Service Operations

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

**Answer:** D

**NEW QUESTION 861**

Testing of resilience mechanisms

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 864**

Activities

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 867**

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 870**

Incident Model

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 871**

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

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

**Answer:** B

**NEW QUESTION 875**

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

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

**Answer:** A

**NEW QUESTION 878**

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

**NEW QUESTION 881**

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

**NEW QUESTION 884**

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

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

**Answer:** A

**NEW QUESTION 889**

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

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

**Answer:** D

**NEW QUESTION 892**

Which of the following are included within Release and Deployment Models?

- 1) Roles and responsibilities
- 2) Template release and deployment
- 3) Supporting systems, tools and procedures.
- 4) Handover activities and responsibilities

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

**Answer:** C

**NEW QUESTION 896**

Which of the following are objectives of Service Design? 1) Design Services to satisfy business objectives.

- 2) Identify and manage risk.
- 3) Design effective and efficient processes
- 4) Design a secure and resilient IT infrastructure.

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

**Answer:** D

**NEW QUESTION 897**

Which of the following are benefits to the business of implementing Service Transition?

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 899**

Ability to adapt quickly to new requirements

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 902**

Improved success in implementing changes

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

**Answer: C**

**NEW QUESTION 905**

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

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

**Answer: D**

**NEW QUESTION 910**

Which of the following is an example of capabilities?

- A. Menu driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

**Answer: B**

**NEW QUESTION 913**

Which of the following is NOT defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

**Answer: C**

**NEW QUESTION 918**

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

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 923**

How do we create value for our customers?

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

**Answer: D**

**NEW QUESTION 928**

Which of the following is an objective of service transition?

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

**Answer: B**

**NEW QUESTION 930**

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. The change manager

**Answer: C**

**NEW QUESTION 931**

At any time when it would be useful to do so

- A. Mastered

B. Not Mastered

**Answer:** A

**NEW QUESTION 933**

After a workaround has been found

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

**Answer:** C

**NEW QUESTION 934**

Which of the following activities is NOT a part of the Dering Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

**Answer:** D

**NEW QUESTION 939**

Which of the following is an example of self-help capabilities?

- A. Menu-driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

**Answer:** A

**NEW QUESTION 941**

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 945**

Monitoring system availability

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 949**

Designing availability into a proposed solution

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

**Answer:** D

**NEW QUESTION 953**

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Operation
- B. Capacity Management
- C. Service Design
- D. Availability Management

**Answer:** A

**NEW QUESTION 958**

A configuration model can be used to help

- 1) Assess the impact and cause of incidents and problems

- 2) Assess the impact of proposed changes
- 3) Plan and design new or changed services
- 4) Plan technology refresh and software upgrades

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

**Answer: B**

#### **NEW QUESTION 960**

Which of these recommendations is good practice for Service Level Management? 1) Include legal terminology in Service Level Agreements (SLAs)  
2) It is NOT necessary to be able to measure all the targets in an SLA

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

**Answer: D**

#### **NEW QUESTION 963**

Which of the following would commonly be in a contract underpinning an IT service? 1) Marketing information  
2) Contract description and scope  
3) Responsibilities and dependencies

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

**Answer: C**

#### **NEW QUESTION 967**

What does the continual service improvement (CSI) approach enable a business to achieve?

- A. It keeps the communication going within the business.
- B. It helps the business in making decisions on improvement initiatives.
- C. It helps the stakeholders understand their customers.
- D. It dictates the way the business interacts with external suppliers.

**Answer: C**

#### **NEW QUESTION 972**

Which is an objective of access management?

- A. To efficiently respond to requests for granting access to services.
- B. To detect changes of state that have significance for management of an IT service.
- C. To assist with general information, complains or comments.
- D. To minimize the impact of incidents that cannot be prevented.

**Answer: A**

#### **NEW QUESTION 974**

What BEST defines serviceability?

- A. How quickly a service or component can be restored to normal working order
- B. How long a service or component can perform its agreed function without failure
- C. The ability of a third-party supplier to meet the terms of its contract
- D. The part of the business process that is critical to providing the service

**Answer: C**

#### **NEW QUESTION 978**

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

- A. Service level management
- B. Change management
- C. Incident management
- D. Service asset and configuration management

**Answer: D**

#### **NEW QUESTION 983**

What should a release policy include?

- A. Roles and responsibilities across all the service transition processes.
- B. Roles and responsibilities for updating the configuration management database (CMDB).
- C. Criteria and authorization to exit early life support and handover to the service operation function.
- D. How request for changes (RFCs) are approved for software releases in the IT production environment.

**Answer:** A

**NEW QUESTION 987**

Where are the details of core and enhancing service provided?

- A. The definitive media library.
- B. The configuration management system.
- C. The service portfolio.
- D. The service catalogue.

**Answer:** C

**NEW QUESTION 991**

Which three types of metric support Continual Service Improvement (CSI) activities?

- A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- B. Process metrics, software metrics and financial metrics
- C. Technology metrics, process metrics and service metrics
- D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

**Answer:** C

**NEW QUESTION 992**

Which is an objective of the design coordination process?

- A. To ensure service design packages are handed over to service transition
- B. To ensure that all changes are assessed for their impact on service designs
- C. TO document the initial structure and relationship between services and customers
- D. TO handover new service level requirements to the service level management process

**Answer:** A

**NEW QUESTION 997**

Which of the following 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

**NEW QUESTION 998**

Which role is responsible for sponsoring, designing and change managing a process and its metrics?

- A. The process practitioner
- B. The process owner
- C. The service owner
- D. The process manager

**Answer:** B

**NEW QUESTION 999**

What are the two MAJOR activities in problem management?

- A. Technical and service
- B. Resource and proactive
- C. Reactive and technical
- D. Proactive and reactive

**Answer:** D

**NEW QUESTION 1004**

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**

**NEW QUESTION 1009**

Which is the CORRECT activity to carry out the "How do we get there" phase of the Continual Service Improvement approach?

- A. Service and process improvement
- B. Baseline assessments
- C. Policy and governance review
- D. Measurable targets

**Answer: A**

**NEW QUESTION 1011**

An incident is proving difficult to resolve. A technician informs their manager that more resource is needed to restore the service. What has taken place?

- A. A functional escalation
- B. A service level escalation
- C. An incident resolution
- D. A hierarchic escalation

**Answer: D**

**NEW QUESTION 1016**

The configuration management system is part of which system?

- A. The availability management information system
- B. The capacity management information system
- C. The information security management system
- D. The service knowledge management system

**Answer: D**

**NEW QUESTION 1021**

Which statement is CORRECT?

- A. A function is a set of responsibilities allocated to a service manager
- B. A process is a team or group of people and the tools they use to perform one or more activities
- C. A function is a set of specialised organisational capabilities
- D. A process is a structured set of activities designed to accomplish a specific objective

**Answer: D**

**NEW QUESTION 1024**

Where should incident resolution targets to be documented?

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

**Answer: A**

**NEW QUESTION 1029**

Which statement about services is CORRECT?

- A. External services are provided to business units in the same organisation
- B. Internal services are provided by suppliers to the internal IT department
- C. External services are delivered to external customers
- D. Internal services are delivered to external customers

**Answer: B**

**NEW QUESTION 1032**

Which areas are NOT measured by process KPIs?

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 1034**

Value

- A. Mastered
- B. Not Mastered

**Answer:** A

**NEW QUESTION 1038**

Which is the BEST definition of a supplier?

- A. It is a third party responsible for supplying goods or services that are required to deliver IT services
- B. It is a shared services unit that is responsible for supplying goods or services that are required to deliver IT services
- C. It is a third party with responsibility for supplying goods or services that is agreed through an operational level agreement
- D. It is a mixture of internal and external parties that are responsible for providing goods and services to its customer group

**Answer:** D

**NEW QUESTION 1043**

What BEST describes the value of service strategy to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It reduces the effort spent on managing test and pilot environments
- C. It improves the control of service assets and configurations
- D. It provides quick and effective access to standard services

**Answer:** A

**NEW QUESTION 1046**

Which is the CORRECT description of an outcome?

- A. The result of carrying out an activity, following a process, or delivering an IT service
- B. The inputs that trigger an action for an activity, process or IT service
- C. The prediction of the future demand requirements for an activity, process or IT service
- D. The design and development of the activities that make up a process or IT service

**Answer:** A

**NEW QUESTION 1048**

What is the primary focus of component capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer:** C

**NEW QUESTION 1052**

What is used to control a process?

- A. Inputs
- B. Functions
- C. Objectives
- D. Stakeholders

**Answer:** C

**NEW QUESTION 1053**

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMD
- C. and contains workarounds
- D. It is maintained by problem management and is used by the service desk to help resolve incidents
- E. It is maintained by incident management and contains solutions to be implemented by problemManagement

**Answer:** C

**NEW QUESTION 1054**

What BEST describes the customers and users of an IT service provider?

- A. Customers buy IT services; users use IT services
- B. Customers design IT services; users test IT services
- C. Customers sell IT services; users improve IT services
- D. Customers agree the service levels; users buy IT services

**Answer:** A

**NEW QUESTION 1058**

Can service operation improve efficiency in the business operation by automating common routines?

- A. No, automating common routines improves effectiveness but not efficiency
- B. Yes, through automating common routines and introducing the service knowledge managementSystem (SKMS)
- C. Yes, through automating common routines, more productive work can be carried out
- D. No, automating common routines only results in preventing common problems

**Answer:** B

**NEW QUESTION 1060**

Which process works with change management to ensure only authorized components are used?

- A. Knowledge management
- B. Service portfolio management
- C. Service asset and configuration management
- D. Financial management for IT services

**Answer:** C

**NEW QUESTION 1065**

What BEST describes the value of service transition to the business?

- A. It supports the creation of a catalogue of services
- B. It leads to gradual and continual improvement in service quality
- C. It provides quick and effective access to standard services
- D. It results in higher volumes of successful change

**Answer:** D

**NEW QUESTION 1068**

How are groups, teams, departments and divisions classified?

- A. Processes
- B. Functions
- C. Roles
- D. Technicians

**Answer:** B

**NEW QUESTION 1070**

Which of the following BEST describes a service level agreement (SLA)?

- A. A written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties
- B. A partnership developed between the IT service provider and the customer, so that a mutually beneficial agreement is reached
- C. The key service targets and responsibilities of both parties that are used to hold each party accountable when disputes arise
- D. An agreement between an IT service provider and another part of the same organization that assists with the provision of services

**Answer:** A

**NEW QUESTION 1073**

What is the CORRECT definition of service management?

- A. A set of specialised assets for transitioning services into the live operational environment
- B. A set of specialised organisational capabilities for delivering value to customers in the form of services
- C. A group of events that meet the demand from customers for services that they receive
- D. A group of people that manages services to fulfil the needs of users and customers

**Answer:** B

**NEW QUESTION 1074**

Which function is responsible for the closure of an incident record?

- A. Event management
- B. The service desk
- C. Either the service desk or an appropriate third party engineer
- D. Any appropriate function

**Answer:** B

**NEW QUESTION 1077**

How should entries in the CSI register be categorized?

- A. Based on priority, urgency and impact to the business and to all its stakeholders
- B. Based on small, medium or, large undertakings that can be done quickly, medium term or long term
- C. Based on IT service name, cost to the business and expected outcomes to the customer
- D. Based on best improvement opportunities in the organization to achieve a competitive advantage

**Answer: B**

**NEW QUESTION 1082**

Which one of the following is a correct definition of a supplier category?

- A. Strategic - for suppliers of operational products or services
- B. Tactical - for relationships involving significant commercial activity and business interaction
- C. Operational - for suppliers providing low value and/or readily available products and services
- D. Commodity - for significant partnering relationships that involve senior managers

**Answer: C**

**NEW QUESTION 1085**

Which describes an interface of incident management with service level management?

- A. Incident workarounds
- B. Creating a problem record
- C. Incident response times
- D. The status of faulty Cis

**Answer: C**

**NEW QUESTION 1089**

What is the pre-authorized change known as?

- A. A normal change
- B. A retrospective change
- C. A standard change
- D. An ordinary change

**Answer: C**

**NEW QUESTION 1093**

Which capacity management sub-process focuses on the management, control and prediction of the end-to-end performance?

- A. Business capacity management
- B. Supplier capacity management
- C. Service capacity management
- D. Component capacity management

**Answer: A**

**NEW QUESTION 1095**

Which groups of people would work according to an operational level agreement?

- A. Business units
- B. All stakeholders
- C. External IT teams
- D. Internal IT teams

**Answer: D**

**NEW QUESTION 1097**

ITSM concepts are often described in the context of only one of these type. Type I, type II and type III

- A. Service Units
- B. Business Units
- C. Service Providers
- D. Customers

**Answer: C**

**NEW QUESTION 1100**

Access management is responsible for implementing policies defined in which process?

- A. Service portfolio management
- B. Information security management
- C. Change management
- D. Problem management

**Answer: B**

**NEW QUESTION 1101**

What BEST describes the value of service design to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It reduces total cost of ownership (TCO) of services
- C. It improves the control of service assets and configurations
- D. It provides quick and effective access to standard services

**Answer: B**

**NEW QUESTION 1104**

Which document shows a detailed analysis of business impact and benefits?

- A. A return on investment
- B. Service level requirements
- C. A business case
- D. A service level agreement

**Answer: C**

**NEW QUESTION 1105**

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