

100% Money Back
Guarantee

Vendor: Exin

Exam Code: ITIL

Exam Name: ITIL V3 Foundation

Version: Demo

QUESTION 1

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

Correct Answer: A

QUESTION 2

Which of the following is the correct set of steps for the continual service improvement model/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 have 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?

Correct Answer: D

QUESTION 3

Which of the following statements is INCORRECT?

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

Correct Answer: A

QUESTION 4

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

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

Correct Answer: A

QUESTION 5

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

Correct Answer: B

QUESTION 6

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Correct Answer: B

QUESTION 7

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

Correct Answer: B

QUESTION 8

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

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

Correct Answer: C

QUESTION 9

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 Market Spaces
- C. The design of new or changed services
- D. The design of the technology architecture and management systems

Correct Answer: B

QUESTION 10

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

1. To automatically detect service affecting events
2. To restore normal service operation as quickly as possible
3. To minimize adverse impacts on business operations

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

Correct Answer: B

QUESTION 11

Which of the following are managed by facilities management?

- 1) Hardware within a data centre or computer room
- 2) Applications Power and cooling equipment
- 3) Recovery sites

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

Correct Answer: C

QUESTION 12

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

1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

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

Correct Answer: C

QUESTION 13

A plan for managing the end of a supplier contract should be created when?

- A. The contract is being negotiated
- B. The contract is about to be ended
- C. The Supplier Manager decides that there is a risk the contract might need to end soon
- D. The contract has been agreed

Correct Answer: A

QUESTION 14

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

Correct Answer: B

QUESTION 15

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

Correct Answer: C

QUESTION 16

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

Correct Answer: A

QUESTION 17

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
- C. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- D. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries

Correct Answer: C

QUESTION 18

Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

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

Correct Answer: D

QUESTION 19

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

Correct Answer: C

QUESTION 20

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

Correct Answer: D

QUESTION 21

Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"?

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

Correct Answer: C

QUESTION 22

Which of the following are responsibilities of a Service Level Manager?

1. Agreeing targets in Service Level Agreements
2. Designing the service so it can meet the targets
3. Ensuring all needed contracts and agreements are in place

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

Correct Answer: A

QUESTION 23

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

Correct Answer: B

QUESTION 24

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

Correct Answer: D

QUESTION 25

Which of the following statements is CORRECT?

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

Correct Answer: B

QUESTION 26

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

Correct Answer: A

QUESTION 27

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

Correct Answer: A

QUESTION 28

What is the entry point or the first level of the V model?

- A. Service Solution
- B. Customer / Business Needs
- C. Service Release
- D. Service Requirements

Correct Answer: B

QUESTION 29

What is the entry point or the first level of the V model?

- A. Customer / Business Needs
- B. Service Release
- C. Service Requirements
- D. Service Solution

Correct Answer: A

QUESTION 30

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place
- C. Ensure delivery and support of a service

D. Ensure service Key Performance Indicators (KPIs) are reported

Correct Answer: C

QUESTION 31

Which of the following is NOT a 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 the overall service strategies and ensuring they are reflected in the Service Design process and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

QUESTION 32

Which of the following are Service Desk organizational structures?

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

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

Correct Answer: B

QUESTION 33

Which of the following is the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

Correct Answer: B

QUESTION 34

Which of the following is NOT a valid objective of Request Fulfillment?

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

Correct Answer: B

QUESTION 35

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

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

Correct Answer: B

QUESTION 36

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

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

Correct Answer: B

QUESTION 37

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

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

Correct Answer: D

QUESTION 38

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

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

Correct Answer: C

QUESTION 39

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

Correct Answer: B

QUESTION 40

Which of the following statements is CORRECT?

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

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

Correct Answer: C

QUESTION 41

The BEST description of the purpose of Service Operation is?

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

Correct Answer: B

QUESTION 42

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

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

Correct Answer: C

QUESTION 43

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

Correct Answer: C

QUESTION 44

Which of the following statements is CORRECT?

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

Correct Answer: D

QUESTION 45

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

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

Correct Answer: D

QUESTION 46

Which is NOT a purpose of Service Transition?

- A. Ensure that a service can be managed, operated and supported.
- B. Provide quality knowledge of Change, Release and Deployment Mgmt.

- C. Plan and manage the capacity and resource requirements to manage a release.
- D. Provide training and certification in project management.

Correct Answer: D

QUESTION 47

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

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

Correct Answer: D

QUESTION 48

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

Correct Answer: C

QUESTION 49

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

Correct Answer: C

QUESTION 50

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

Correct Answer: B

QUESTION 51

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

Correct Answer: C

QUESTION 52

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

Correct Answer: C

QUESTION 53

Which of the following statements is CORRECT for every process?

1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

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

Correct Answer: B

QUESTION 54

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

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

Correct Answer: A

QUESTION 55

Which of the following sentences BEST describes a Standard Change?

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

Correct Answer: D

QUESTION 56

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

Correct Answer: B

QUESTION 57

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A. The sourcing and delivering of the components of requested standard services (e.g. licenses and

software media)

- B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Correct Answer: C

QUESTION 58

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

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

Correct Answer: C

QUESTION 59

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

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

Correct Answer: B

QUESTION 60

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

- A. Technical management (TM)
- B. Emergency change advisory board (ECAB)
- C. Urgent change board (UCB)
- D. Urgent change authority (UCA)

Correct Answer: B

QUESTION 61

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

Correct Answer: D

QUESTION 62

Which of the following is NOT the responsibility of Service Catalogue Management?

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that information within the Service Pipeline is accurate

Correct Answer: D

QUESTION 63

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

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

Correct Answer: A

QUESTION 64

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

Correct Answer: D

QUESTION 65

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

Correct Answer: B

QUESTION 66

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 Desk Manager
- D. The Service Manager

Correct Answer: B

QUESTION 67

Which of the following would a major problem review examine?

1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence

What could be done better in the future

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

D. All of the above

Correct Answer: D

QUESTION 68

Which of the following statements is CORRECT?

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

Correct Answer: A

QUESTION 69

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

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

Correct Answer: B

QUESTION 70

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

Correct Answer: A

QUESTION 71

Which of the following statements about processes is INCORRECT?

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

Correct Answer: D

QUESTION 72

Which of the following sentences BEST describes a Standard Change?

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

Correct Answer: A

QUESTION 73

What are the three Service Provider business models?

- A. Internal Service provider, External Service provider, Shared Service Provider
- 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, Outsourced 3rd party and Off-shore party

Correct Answer: A

QUESTION 74

Which of the following statements about processes is INCORRECT?

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

Correct Answer: B

QUESTION 75

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

Correct Answer: B

QUESTION 76

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

Correct Answer: A

QUESTION 77

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

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

Correct Answer: D

QUESTION 78

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. Produce and maintain all necessary Service Transition packages
- C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and

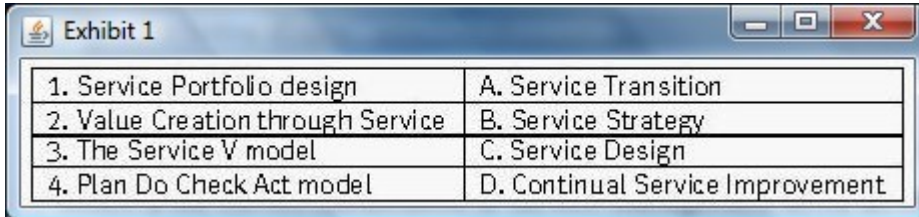
the service designs that are produced

D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answer: B

QUESTION 79

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



1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

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

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

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

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

Correct Answer: A

QUESTION 80

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

A. Extreme focus on cost

B. Extreme focus on responsiveness

C. Vendor focused

D. Extreme internal focus

Correct Answer: D

QUESTION 81

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

Correct Answer: D

QUESTION 82

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

A. Produce and maintain all necessary Service Transition packages

B. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization

C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced

D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answer: A

QUESTION 83

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

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

Correct Answer: D

QUESTION 84

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

Correct Answer: B

QUESTION 85

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

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

Correct Answer: C

QUESTION 86

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

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

Correct Answer: D

QUESTION 87

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 design and build processes that will meet business needs
- C. To proactively prevent all outages to IT Services
- D. To deliver and support IT Services at agreed levels to business users and customers

Correct Answer: D

QUESTION 88

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

- A. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

- B. Overall business risk is optimized
- C. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- D. All budgets and expenditures are accounted for

Correct Answer: D

QUESTION 89

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

Correct Answer: A

QUESTION 90

What is a RACI model used for?

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

Correct Answer: A

QUESTION 91

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?

Correct Answer: B

QUESTION 92

What is the definition of an Alert?

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

Correct Answer: B

QUESTION 93

Which one of the following statements about Incident reporting and logging is correct?

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

Correct Answer: D

QUESTION 94

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

Correct Answer: C

QUESTION 95

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

Correct Answer: D

QUESTION 96

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

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

Correct Answer: D

QUESTION 97

Major Incidents require:

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

Correct Answer: D

QUESTION 98

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 the technology architecture and management systems
- C. The design of Market Spaces
- D. The design of new or changed services

Correct Answer: C

QUESTION 99

Who is responsible for defining Key Performance Indicators (KPIs) for the Change Management process?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

Correct Answer: A

QUESTION 100

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

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

Correct Answer: D

QUESTION 101

Which of the following is concerned with fairness and transparency?

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

Correct Answer: B

QUESTION 102

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

Correct Answer: C

QUESTION 103

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

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

Correct Answer: D

QUESTION 104

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

Correct Answer: D

QUESTION 105

Which of the following is NOT a valid objective of Request Fulfillment?

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

Correct Answer: B

QUESTION 106

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

Correct Answer: C

QUESTION 107

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

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

Correct Answer: A

QUESTION 108

Which areas of service management can benefit from automation?

1. Design and modelling
2. Reporting
3. Pattern recognition and analysis
4. Detection and monitoring

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

Correct Answer: D

QUESTION 109

Which of the following statements about processes is INCORRECT?

- A. The objective of any IT process should be expressed in terms of business benefits and goals
- B. A process may define policies, standards and guidelines

- C. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- D. The output from a process has to conform to operational norms derived from business objectives

Correct Answer: C

QUESTION 110

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

Correct Answer: A

QUESTION 111

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

Correct Answer: D

QUESTION 112

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

Correct Answer: B

QUESTION 113

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

Correct Answer: A

QUESTION 114

Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

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

D. 3 only

Correct Answer: C

QUESTION 115

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

Correct Answer: A

QUESTION 116

At which stage of the service lifecycle should the processes needed to operate a new service be defined?

- 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

Correct Answer: A

QUESTION 117

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

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

Correct Answer: C

QUESTION 118

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

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

Correct Answer: A

QUESTION 119

Customer perceptions and business outcomes help to define what?

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

Correct Answer: A

QUESTION 120

Which Function would provide staff to monitor events in a Network Operations Centre?

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

Correct Answer: A

QUESTION 121

Which of the following is a responsibility of Supplier Management?

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

Correct Answer: A

QUESTION 122

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

Correct Answer: B

QUESTION 123

Which 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

Correct Answer: D

QUESTION 124

Which Function would provide staff to monitor events in an Operations Bridge?

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

Correct Answer: C

QUESTION 125

Which of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are current
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
- D. Ensuring that all operational services are recorded in the service catalogue

Correct Answer: B

QUESTION 126

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- D. An SLA is with an external customer, an OLA is with an internal customer

Correct Answer: A

QUESTION 127

Which of the following is one of the primary objectives of Service Strategy?

- A. To design and build processes that will meet business needs
- B. To provide detailed specifications for the design of IT services
- C. To transform Service Management into a strategic asset
- D. To underscore the importance of services in the global economy

Correct Answer: B

QUESTION 128

Which of the following best describes a Service Request?

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

Correct Answer: B

QUESTION 129

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

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

Correct Answer: A

QUESTION 130

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

- A. Informational, Scheduled, Normal
- B. Scheduled, Unscheduled, Emergency
- C. Informational, Warning, Exception
- D. Warning, Reactive, Proactive

Correct Answer: C

QUESTION 131

Which processes review Underpinning Contracts on a regular basis?

- A. Supplier Management and Service Level Management
- B. Supplier Management and Demand Management

- C. Demand Management and Service Level Management
- D. Supplier Management, Demand Management and Service Level Management

Correct Answer: A

QUESTION 132

Which process is responsible for managing relationships with vendors?

- A. Change Management
- B. Service Portfolio Management
- C. Supplier Management
- D. Continual Service Improvement

Correct Answer: C

QUESTION 133

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

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

Correct Answer: B

QUESTION 134

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

Correct Answer: D

QUESTION 135

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

Correct Answer: B

QUESTION 136

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

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

Correct Answer: D

QUESTION 137

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

1. All communication must have an intended purpose or resultant action
2. Communication should not take place without a clear audience

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

Correct Answer: C

QUESTION 138

Access Management is closely related to which other processes?

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

Correct Answer: C

QUESTION 139

Which process will regularly analyze incident data to identify discernable trends?

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

Correct Answer: B

QUESTION 140

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

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

Correct Answer: B

QUESTION 141

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

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

Correct Answer: D

QUESTION 142

Match the following activities with the Deming Cycle stages

1. Monitor, Measure and Review
2. Continual Improvement
3. Implement Initiatives
4. Plan for Improvement

- A. 1 Plan, 2 Do, 3 Check, 4 Act
- B. 3 Plan, 2 Do, 4 Check, 1 Act
- C. 4 Plan, 3 Do, 1 Check, 2 Act
- D. 2 Plan, 3 Do, 4 Check, 1 Act

Correct Answer: C

QUESTION 143

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

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

Correct Answer: A

QUESTION 144

Which of the following is NOT a Service Desk type recognized in the Service Operation volume of ITIL?

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

Correct Answer: C

QUESTION 145

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

Correct Answer: B

QUESTION 146

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

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

Correct Answer: C

QUESTION 147

Which stage of the Continual Service Improvement (CSI) model is BEST described by the phrase

'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

Correct Answer: B

QUESTION 148

Which of the following does the Availability Management process include?

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

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

Correct Answer: B

QUESTION 149

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

Correct Answer: C

QUESTION 150

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

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

Correct Answer: A

QUESTION 151

Which of the following defines the level of protection in Information Security Management?

- A. The IT Executive
- B. The ISO27001 Standard
- C. The Business
- D. The Service Level Manager

Correct Answer: C

QUESTION 152

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

Correct Answer: D

QUESTION 153

Hierarchic escalation is best described as?

- A. Notifying more senior levels of management about an Incident
- B. Passing an Incident to people with a greater level of technical skill
- C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
- D. Failing to meet the Incident resolution times specified in a Service Level Agreement

Correct Answer: A

QUESTION 154

Which of the following is NOT a valid objective of Problem Management?

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

Correct Answer: C

QUESTION 155

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1. Progress
2. Effectiveness
3. Efficiency
4. ?

- A. Cost
- B. Conformance
- C. Compliance
- D. Capacity

Correct Answer: C

QUESTION 156

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

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

Correct Answer: B

QUESTION 157

Which of the following can help determine the level of impact of a problem?

- A. Definitive Media Library (DML)

- B. Configuration Management System (CMS)
- C. Statement of Requirements (SOR)
- D. Standard Operating Procedures (SOP)

Correct Answer: B

QUESTION 158

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

Correct Answer: D

QUESTION 159

Which of the following are objectives of Service Level Management?

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

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

Correct Answer: A

QUESTION 160

What is the objective of Access Management?

- A. To provide security staff for Data Centers and other buildings
- B. To manage access to computer rooms and other secure locations
- C. To manage access to the Service Desk
- D. To manage the right to use a service or group of services

Correct Answer: D

QUESTION 161

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

Correct Answer: B

QUESTION 162

Which of the following should be available to the Service Desk?

1. Known Error Data
2. Change Schedules
3. Service Knowledge Management System
4. The output from monitoring tools

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

Correct Answer: D

QUESTION 163

Which of the following is the BEST description of a relationship in Service Asset and Configuration Management?

- A. Describes the topography of the hardware
- B. Describes how the Configuration Items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

Correct Answer: B

QUESTION 164

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

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

Correct Answer: C

QUESTION 165

Which of the following statements about Service Asset and Configuration Management is/are CORRECT?

1. A Configuration Item (CI) can exist as part of any number of other CIs at the same time
2. Choosing the right CI level is a matter of achieving a balance between information availability and the right level of control

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

Correct Answer: C

QUESTION 166

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

Correct Answer: C

QUESTION 167

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

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

Correct Answer: D

QUESTION 168

A consultant has made two recommendations to you in a report:

1. To include legal terminology in your Service Level Agreements (SLAs)
2. It is not necessary to be able to measure all the targets in an SLA

Which of the recommendations conform to Service Level Management good practice?

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

Correct Answer: D

QUESTION 169

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

Correct Answer: A

QUESTION 170

Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

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

Correct Answer: D

QUESTION 171

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

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

Correct Answer: C

QUESTION 172

Which of the following statements 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

Correct Answer: A

QUESTION 173

Which of these statements about Resources and Capabilities is CORRECT?

- A. Resources are types of Service Asset and Capabilities are not
- B. Resources and Capabilities are both types of Service Asset
- C. Capabilities are types of Service Asset and Resources are not
- D. Neither Capabilities nor Resources are types of Service Asset

Correct Answer: B

QUESTION 174

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

Correct Answer: B

QUESTION 175

What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the Service Provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

Correct Answer: A

QUESTION 176

Which process or function is responsible for monitoring activities and events in the IT Infrastructure?

- A. Service Level Management
- B. IT Operations Management
- C. Capacity Management
- D. Incident Management

Correct Answer: B

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