ISEB

Exam Questions ITILF

ITIL Foundation

NEW QUESTION 1
When can a known error record be raised?
(1) At any time it would be useful to do so
(2) 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 2
The BEST description of an incident is:

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

Answer: B

NEW QUESTION 3
What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome
B. Incident
C. Change
D. Problem

Answer: A

NEW QUESTION 4
Which of the following service desk organizational structures are described in service operation?
1: Local service desk
2: Virtual service desk
3: IT help desk
4: Follow the sun

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

Answer: A

NEW QUESTION 5
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 6
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 7
Which one of the following includes four stages called Plan, Do, Check and Act?

A. The Deming Cycle
B. The continual service improvement approach
C. The seven-step improvement process
D. The service lifecycle

Answer:

A

NEW QUESTION 8
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 9
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 10
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 10
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 12
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

Answer: B

NEW QUESTION 15
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 16
Consider the following list:
1: Change authority
2: Change manager
3: Change advisory board (CAB)
Which one of the following is the BEST description of the items above?

A. Job descriptions
B. Functions
C. Teams
D. Roles, people or groups

Answer: D

NEW QUESTION 18
Which of the following is NOT an objective of service transition?

A. To ensure that a service can be operated, managed and supported
B. To provide training and certification in project management
C. To provide quality knowledge and information about services and service assets
D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

NEW QUESTION 23
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 25
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 29
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 34
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 35
Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model
B. Incident model
C. Continual service improvement (CSI) approach
D. The Deming Cycle

Answer: A

NEW QUESTION 39
Which of the following BEST describes the purpose of access management?

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

Answer: B

NEW QUESTION 40
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 41
Which of the following are basic concepts used in access management?

A. Personnel, electronic, network, emergency, identity
B. Rights, access, identity, directory services, service/service components
C. Physical, personnel, network, emergency, service
D. Normal, temporary, emergency, personal, group

Answer: B

NEW QUESTION 45
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 50
The remediation plan should be evaluated at what point in the change lifecycle?

A. Before the change is approved
B. Immediately after the change has failed and needs to be backed out
C. After implementation but before the post implementation review
D. After the post implementation review has identified a problem with the change

Answer: A

NEW QUESTION 55
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 60
Which of the following provide value to the business from service strategy?
1: Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful
2: Enabling the service provider to respond quickly and effectively to changes in the business environment
3: 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 62
Which one of the following is the 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 64
Which one of the following can help determine the level of impact of a problem?

A. Definitive media library (DML)
B. Configuration management system (CMS)
C. Statement of requirements (SOR)

D. Standard operating procedures (SOP)

Answer: B

NEW QUESTION 65
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 67
Which of the following BEST describes a problem?

A. An issue reported by a user
B. The cause of two or more incidents
C. A serious incident which has a critical impact to the business
D. The cause of one or more incidents

Answer: D

NEW QUESTION 68
Which of the following is NOT a valid objective of problem management?

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

Answer: C

NEW QUESTION 70
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 75
Which of the following is the best definition of IT service management?

A. An internal service provider that is embedded within a business unit
B. A complete set of all the documentation required to deliver world class services to customers
C. Technical implementation of supporting IT infrastructure components
D. The implementation and management of quality IT services that meet business needs

Answer: D

NEW QUESTION 76
Which of the following is the best definition of service management?

A. The ability to keep services highly available to meet the business needs
B. A set of specialized organizational capabilities for providing value to customers in the form of services
C. A complete set of all the documentation required to deliver world class services to customers
D. An internationally recognized methodology to provide valuable services to customers

Answer: B

NEW QUESTION 81
What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

A. Return on investment (ROI), value on investment (VOI), quality
B. Strategic, tactical and operational
C. Critical success factors (CSFs), key performance indicators (KPIs), activities
D. Technology, process and service

Answer: D

NEW QUESTION 82
What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

A. Business services
B. Component services
C. Supporting services
D. Customer services

Answer: C

NEW QUESTION 86
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 88
Which one of the following is an objective of service catalogue management?

A. Negotiating and agreeing service level agreement
B. Negotiating and agreeing operational level agreements
C. Ensuring that the service catalogue is made available to those approved to access it
D. Only ensuring that adequate technical resources are available

Answer: C

NEW QUESTION 93
What is the BEST description of an operational level agreement (OLA)?

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

Answer: A

NEW QUESTION 97
Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

A. Service asset and configuration management
B. Event management
C. Service catalogue management
D. Problem management

Answer: B

NEW QUESTION 98
Which one of the following is it 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)

Answer: B

NEW QUESTION 99
Which of the following are managed by facilities management?
1: Hardware within a data centre or computer room
2: Applications
3: Power and cooling equipment
4: Recovery sites

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

Answer: C

NEW QUESTION 103

Which one 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 media configuration items (CIs) are stored and protected
C. A database that contains definitions of all media CIs
D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Answer: B

NEW QUESTION 107
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 112
Which processes are responsible for the regular review of underpinning contracts?

A. Supplier management and service level management
B. Supplier management and change management
C. Availability management and service level management
D. Supplier management and availability management

Answer: A

NEW QUESTION 113
Which one of the following is the BEST description of a major incident?

A. An incident which is so complex that it requires root cause analysis before a workaround can be found
B. An incident which requires a large number of people to resolve
C. An incident logged by a senior manager
D. An incident which has a high priority or a high impact on the business

Answer: D

NEW QUESTION 115
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 118
Which one of the following is the BEST definition of reliability?

A. The availability of a service or component
B. The level of risk that affects a service or process
C. How long a service or configuration item (CI) can perform its function without failing
D. How quickly a service or component can be restored to normal working order

Answer: C

NEW QUESTION 122
Which of these should a change model include?
1: The steps that should be taken to handle the change
2: Responsibilities; who should do what, including escalation
3: Timescales and thresholds for completion of the actions
4: Complaints procedures

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

Answer: A

NEW QUESTION 127
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 128
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 133
Which of the following should IT service continuity strategy be based on?
1: Design of the service metrics
2: Business continuity strategy
3: Business impact analysis (BIA)
4: Risk assessment

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

Answer: C

NEW QUESTION 136
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 138
Which one of the following activities would be performed by access management?

A. Providing physical security for staff at data centers and other buildings
B. Managing access to computer rooms and other secure locations
C. Managing access to the service desk
D. Managing the rights to use a service or group of services

Answer: D

NEW QUESTION 142
Which one of the following would NOT involve event management?

A. Intrusion detection
B. Recording and monitoring environmental conditions in the data centre
C. Recording service desk staff absence
D. Monitoring the status of configuration items

Answer: C

Explanation:
Reference: http://wiki.en.it-processmaps.com/index.php/Event_Management

NEW QUESTION 143
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 148

Which one of the following is NOT an aim of the change management process?

A. To ensure the impact of changes are understood
B. To ensure that changes are recorded and evaluated
C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
D. To deliver and manage IT services at agreed levels to business users

Answer: D

NEW QUESTION 150
Which one of the following generates demand for services?

A. Infrastructure trends
B. Patterns of business activity (PBA)
C. Cost of providing support
D. Service level agreements (SLA)

Answer: B

NEW QUESTION 155
Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

A. People, process, partners, performance
B. Performance, process, products, problems
C. People, process, products, partners
D. People, products, perspective, partners

Answer: C

NEW QUESTION 160
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 163
Which one 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 maintained
C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
D. Ensuring that all operational services are recorded in the service catalogue

Answer: B

NEW QUESTION 168
Which of the following availability management activities is/are considered to be proactive as opposed to reactive?
1: Monitoring system availability
2: Designing availability into a proposed solution

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

Answer: D

NEW QUESTION 173
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 174
What is a service delivered between two business units in the same organization known as?

A. Strategic service

B. Delivered service
C. Internal service
D. External service

Answer: C

NEW QUESTION 175
What are the categories of events described in the ITIL service operation book?

A. Informational, scheduled, normal
B. Scheduled, unscheduled, emergency
C. Informational, warning, exception
D. Warning, reactive, proactive

Answer: C

NEW QUESTION 176
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 177
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 178
Which stage of the continual service improvement (CSI) approach 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?

Answer: B

NEW QUESTION 179
Which of the following are types of service defined in ITIL?
1: Core
2: Enabling
3: Special

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

Answer: C

NEW QUESTION 182
Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

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

Answer: B

NEW QUESTION 186
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 187
The definitive media library is the responsibility of:

A. Facilities management
B. Access management
C. Request fulfillment
D. Service asset and configuration management

Answer: D

NEW QUESTION 192
Which of the following statements about processes is INCORRECT?

A. They are units of organizations
B. They are measurable
C. They deliver specific results
D. They respond to specific events

Answer: A

NEW QUESTION 195
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 200
Which of the following statements is INCORRECT?

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

Answer: A

NEW QUESTION 203
Which of the following identifies the purpose of design coordination?

A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
B. Ensuring all service designs have availability designed into them
C. Designing of all the links between every service design process and all other processes in the service lifecycle
D. Control of all supplier relationships from design right through to the production environment

Answer: A

NEW QUESTION 208
Which of the following processes are performed by the service desk?
1: Capacity management
2: Request fulfillment
3: Demand management
4: Incident management

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

Answer: C

NEW QUESTION 210
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 215
Which process would maintain policies, standards and models for service transition activities and processes?

A. Change management
B. Capacity management
C. Service transition planning and support
D. Release management

Answer: C

NEW QUESTION 216
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 220
Which of the following statements describes the objectives of service asset and configuration management?
1: To identify, control, report and verify service assets and configuration items (CIs)
2: To account for, manage and protect the integrity of service assets and configuration items
3: To establish and maintain an accurate and complete configuration management system
4: 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

Explanation:

Reference:.http://www.ucisa.ac.uk/~/media/Files/members/activities/ITIL/servicetransition/s
ervice_asset/ITIL_guide%20to%20SA%20and%20CM%20management%20pdf.(see 'The purpose and objectives of service asset and configuration management;
first and second bullet)

NEW QUESTION 225
Which of the following would NOT be contained in a release policy?

A. Naming and numbering conventions
B. Entry and exit criteria of the release into testing
C. Roles and responsibilities for the release
D. The risk register for the release

Answer: D

NEW QUESTION 228
Where would all the possible service improvement opportunities be recorded?

A. CSI register
B. Known error database
C. Capacity management information system
D. Configuration management database

Answer: A

NEW QUESTION 232
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

Answer: D

NEW QUESTION 233

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

Answer: D

NEW QUESTION 235
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

Answer: D

NEW QUESTION 240
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.
B. licenses and software media)
C. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
D. Provision of information used to compare actual performance against design standards
E. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Answer: C

NEW QUESTION 245
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 247
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

Answer: C

NEW QUESTION 249
Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

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

Answer: C

NEW QUESTION 253
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 258
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 260
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 265
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

Answer: B

NEW QUESTION 266
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 267
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 269
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 273
Which of the following questions does Service Strategy help answer with its guidance?
1: How do we prioritize investments across a portfolio?
2: What services to offer and to whom?
3: What are the Patterns of Business Activity (PBA)?

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

Answer: D

NEW QUESTION 276
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 280
Which of the following CANNOT be stored and managed by a tool?

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

Answer: B

NEW QUESTION 281
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 283
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 287
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 290
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 294
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) mode
D. The Deming Cycle

Answer: A

NEW QUESTION 297
What is the entry point or the first level of the V model?

A. Service Solution
B. Customer / Business Needs

C. Service Release
D. Service Requirements

Answer: B

NEW QUESTION 299
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 304
Which of the following is a responsibility of Supplier Management?

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

Answer: A

NEW QUESTION 308
A consultant has made two recommendations to you in a report:
1: To include legal terminology in your Service Level Agreements (SLAs)
2: It is not necessary to be able to measure all the targets in an SLA
Which of the recommendations conform to Service Level Management good practice?

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

Answer: D

NEW QUESTION 309
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 311
What is most likely to cause a loss of faith in the Service Level Management process?

A. Measurements that match the customer's perception of the service
B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)
C. Inclusion of items in the SLA that cannot be effectively measured
D. Involving customers in drafting Service Level Requirements

Answer: C

NEW QUESTION 313
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 316
Which of the following is one of the primary objectives of Service Strategy?

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

Answer: B

NEW QUESTION 317
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 318
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 322
Which process will regularly analyze incident data to identify discernable trends?

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

Answer: B

NEW QUESTION 326
Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

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

Answer: D

NEW QUESTION 331
The difference between a Service Level Agreement (SLA) and an Operional Level Agreement (OLA) is that:

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

Answer: A

NEW QUESTION 335
"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

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

Answer: C

NEW QUESTION 339
Which of the following statements about communication within Service Operation are CORRECT?
1: All communication must have an intended purpose or resultant action
2: Communication should not take place without a clear audience

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

Answer: C

NEW QUESTION 342

Identity and Rights are two major concepts involved in which one of the following processes?

A. Access Management
B. Facilities Management
C. Event Management
D. Demand Management

Answer: A

NEW QUESTION 344

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 345

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

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

Answer: B

NEW QUESTION 347

What is the Service Pipeline?

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

Answer: A

NEW QUESTION 351

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

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

Answer: A

NEW QUESTION 352

What are the processes within Service Operation?

A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
B. Event Management, Incident Managemen
C. Change Management and Access Management
D. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management
E. Incident Mansgement, Service Desk, Request Fulfillment, Access Management and Event Management

Answer: A

NEW QUESTION 355

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 357
Which of the following would be defined as part of every process?
1) Roles
2) Activities
3) Functions
4) Responsibilities

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

Answer: D

NEW QUESTION 361
Which of the following is the BEST description of a Business Case?

A. A decision support and planning tool that projects the likely consequences of a business action
B. A portable device designed for the secure storage and transportation of important documents
C. A complaint by the business about a missed service leve
D. The terms and conditions in an IT outsource contrac

Answer: A

NEW QUESTION 364
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 onl
C. 1, 2 and 4 onl
D. All of the above

Answer: D

NEW QUESTION 365
Which of the following provides resources to resolve operational and support issues during Release and Deployment?

A. Early Life Support
B. Service Test Manager
C. Evaluation
D. Release Packaging and Build Manager

Answer: A

NEW QUESTION 370
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 372
What is IT Governance concerned with?

A. Measuring and improving the efficiency and effectiveness of IT processes
B. Ensuring that IT processes support the organization's strategies and objectives
C. Reducing the total cost of providing services to the business
D. Ensuring that targets documented in Service Level Agreements (SLAs) are met

Answer: B

NEW QUESTION 373

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

Answer: C

NEW QUESTION 376
Which model delivers a view of the services, assets and infrastructure?

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

Answer: C

NEW QUESTION 379
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 384
The Supplier Management process includes:
1: Service Design activities, to ensure that contracts will be able to support the service requirements
2: Service Operation activities, to monitor and report supplier achievements
3: Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

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

Answer: C

NEW QUESTION 389
Which of the following availability management activities are considered to be proactive as opposed to reactive?
1) Monitoring system availability
2) 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 391
Which of the following statements is CORRECT?

A. Process owners are more important to service management than service owners
B. Service owners are more important to service management than process owners
C. Service owners are as important to service management as process owners
D. Process owners and service owners are not required within the same organization

Answer: C

NEW QUESTION 392
What are the two major processes in Problem Management?

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

Answer: D

NEW QUESTION 396

When tan a known error record tie raised?
1) At any time when it would be useful to do so
2) 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 400
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 402
Which core publication will you find detailed descriptions of service catalog management, information security and support management?

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

Answer: B

Explanation:
Reference: http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design

NEW QUESTION 405
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 406
Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?

A. RACI model
B. Incident model
C. Continual service improvement (CSI) model
D. The Deming Cycle

Answer: A

NEW QUESTION 410
Where should the definitive authorized versions of all media Configuration Items (CIs) be stored and protected?

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

Answer: A

NEW QUESTION 415
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 onl
B. 2, 3 and 4 onl
C. All of the above
D. 1 and 4 onl

Answer:

C

NEW QUESTION 420
Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

A. Availability Management
B. Demand Management
C. Financial Management
D. Service Level Management

Answer: B

NEW QUESTION 423
Which of the following is the BEST definition of an event?

A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
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 427
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 430
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