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Sections

1. Service Management as a practice
2. The Service Lifecycle
3. Generic concepts and definitions
4. Key Principles and Models
5. Major Processes
6. Minor Processes
7. Functions
8. Roles
9. Technology and Architecture
10. Mix Questions

Exam A

QUESTION 1

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

Correct Answer: C

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 2

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

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 3

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

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 4

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

Correct Answer: A
Section: The Service Lifecycle
Explanation

Explanation/Reference:

QUESTION 5

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?



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- A. To ensure that a service can be managed and operated in accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

Correct Answer: B
Section: The Service Lifecycle
Explanation

Explanation/Reference:

QUESTION 6

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

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

Correct Answer: A
Section: The Service Lifecycle
Explanation

Explanation/Reference:

QUESTION 7

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
Section: The Service Lifecycle
Explanation

Explanation/Reference:

QUESTION 8

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 customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services

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

Correct Answer: A

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 9

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

1. Better reuse and sharing of assets across projects and resources
2. Reduced cost to design new services
3. Result in higher volume of successful changes

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

Correct Answer: C

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 10

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

Correct Answer: B

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 11

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1. Providing an understanding of what strategy is
2. Ensuring a working relationship between the customer and service provider

3. Defining how value is created

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

Correct Answer: D

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 12

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 13

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

Correct Answer: C

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 14

Which of the following statements about standard changes are CORRECT?

1. The approach is pre-authorized
2. The risk is usually low and well understood
3. Details of the change will be recorded
4. Some standard changes will be triggered by the request fulfillment process

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 15

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 16

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

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 17

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

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

Correct Answer: A

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 18

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

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

Correct Answer: C

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 19

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

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 20

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

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 21

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

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

Correct Answer: C

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 22

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

1. Enabling
2. Core
3. Enhancing

4. Computer

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 23

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- A. Change proposal
- B. Change policy
- C. Service request
- D. Risk register

Correct Answer: A

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

Still valid.

QUESTION 24

In which of the following should details of a workaround be documented?

- A. The service level agreement (SLA)
- B. The problem record
- C. The availability management information system
- D. The IT service continuity plan

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 25

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

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 26

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

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

Correct Answer: A

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 27

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

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:



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QUESTION 28

A Service design package (SDP) would normally be produced for which of the following?

1. A new IT service
2. A major change to an IT service
3. An emergency change to an IT service
4. An IT service retirement

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

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 29

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

1. Service pipeline
2. Service knowledge management system (SKMS)
3. Service catalogue

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

Correct Answer: C

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 30

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

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

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 31

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)

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 32

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 33

Service design emphasizes 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

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 34

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

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

Correct Answer: D

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 35

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

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

Correct Answer: C

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 36

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

Correct Answer: A

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 37

At which stage of the service lifecycle should the processes necessary 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

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 38

Which one of the following do technology metrics measure?

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

Correct Answer: A

Section: Key Principles and Models

Explanation

Explanation/Reference:

Answer is modified.

QUESTION 39

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

Correct Answer: B

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 40

Which one of the following does service metrics measure?

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

Correct Answer: C

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 41

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?

Correct Answer: B

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 42

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

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

Correct Answer: C

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 43

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

Correct Answer: C

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 44

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

Correct Answer: C

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 45

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

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

Correct Answer: D

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 46

Where would you expect incident resolution targets to be documented?

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

Correct Answer: A

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 47

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

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

Correct Answer: B

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 48

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

Correct Answer: B

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 49

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

Correct Answer: D

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 50

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

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 51

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

Correct Answer: B

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 52

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

Correct Answer: D

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 53

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

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 54

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
Section: Major Processes
Explanation

Explanation/Reference:
Renovated.

QUESTION 55

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

Correct Answer: B
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 56

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

Correct Answer: D
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 57

The 'multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

Correct Answer: D
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 58

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

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 59

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

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

Correct Answer: B

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 60

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

- 1. Details of the service level agreement (SLA) pertaining to the incident
 - 2. Chronological order of steps to resolve the incident
- A. 1 only
 - B. 2 only
 - C. Both of the above
 - D. Neither of the above

Correct Answer: B

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 61

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the service desk can be logged
- C. All incidents must be fully logged
- D. The service desk decide which incidents to log

Correct Answer: C

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 62

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

Correct Answer: A

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 63

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

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 64

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

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

Correct Answer: D

Section: Minor Processes

Explanation

Explanation/Reference:



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QUESTION 65

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

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 66

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

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 67

Which one of the following do major incidents require?

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

Correct Answer: A

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 68

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 69

With which process is problem management likely to share categorization and impact coding systems?

- A. Incident management
- B. Service asset and configuration management
- C. Capacity management
- D. IT service continuity management

Correct Answer: A

Section: Minor Processes

Explanation

Explanation/Reference:

Adjusted.

QUESTION 70

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

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

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 71

Which of the following is NOT an 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 provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 72

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

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

Correct Answer: D

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 73

Which statement about the service portfolio is TRUE?

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

Correct Answer: D
Section: Minor Processes
Explanation

Explanation/Reference:

QUESTION 74

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

Correct Answer: D
Section: Minor Processes
Explanation

Explanation/Reference:

QUESTION 75

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

Correct Answer: C
Section: Minor Processes
Explanation

Explanation/Reference:

QUESTION 76

Which process has the following objective, 'Produce service design packages (SDPs) based on service charters and change requests'?

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

Correct Answer: B
Section: Minor Processes
Explanation

Explanation/Reference:

QUESTION 77

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

Correct Answer: C

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 78

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

Correct Answer: C

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 79

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

Correct Answer: C

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 80

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

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

Correct Answer: A

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 81

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware

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

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 82

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

Correct Answer: C

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 83

Which one of the following activities would be performed by access management?

- A. Providing physical security for staff at data centres 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

Correct Answer: D

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 84

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

1. Those planned to be delivered
2. Those being delivered
3. Those that have been withdrawn from service

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

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 85

Which of the following activities are performed by a service desk?

1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes

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

Correct Answer: B
Section: Functions
Explanation

Explanation/Reference:

QUESTION 86

Which function or process would provide staff to monitor events in an operations bridge?

- A. Technical management
- B. IT operations management
- C. Request fulfilment
- D. Applications management

Correct Answer: B
Section: Functions
Explanation

Explanation/Reference:

QUESTION 87

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

Correct Answer: B
Section: Roles
Explanation

Explanation/Reference:

QUESTION 88

A process owner is responsible for which of the following?

1. Defining the process strategy
2. Assisting with process design
3. Improving the process
4. Performing all activities involved in a process

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

D. 1, 2 and 4 only

Correct Answer: C

Section: Roles

Explanation

Explanation/Reference:

QUESTION 89

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

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

Correct Answer: C

Section: Roles

Explanation

Explanation/Reference:

QUESTION 90

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

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

Correct Answer: D

Section: Roles

Explanation

Explanation/Reference:

QUESTION 91

Which role is accountable for the operational management of a process?

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

Correct Answer: B

Section: Roles

Explanation

Explanation/Reference:

QUESTION 92

What is a RACI model used for?

- A. Performance analysis
- B. Recording configuration items

- C. Monitoring services
- D. Defining roles and responsibilities

Correct Answer: D

Section: Roles

Explanation

Explanation/Reference:

Modified.

QUESTION 93

A process owner has been identified with an "I" in a RACI matrix.

Which one of the following would be expected of them?

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

Correct Answer: C

Section: Roles

Explanation

Explanation/Reference:

QUESTION 94

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

- A. The IT director
- B. The process owner
- C. The service owner
- D. The customer

Correct Answer: B

Section: Roles

Explanation

Explanation/Reference:

QUESTION 95

Which of the following options is a hierarchy that is used in knowledge management?

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

Correct Answer: B

Section: Technology and Architecture

Explanation

Explanation/Reference:

QUESTION 96

Which of the following CANNOT be provided by a tool?

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

Correct Answer: C

Section: Technology and Architecture

Explanation

Explanation/Reference:

QUESTION 97

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

- 1. Data mining and workflow
- 2. Measurement and reporting
- 3. Release and deployment
- 4. Process design

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

Correct Answer: D

Section: Technology and Architecture

Explanation

Explanation/Reference:

Verified.

QUESTION 98

Which areas of service management can benefit from automation?

- 1. Design and modeling
- 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

Section: Technology and Architecture

Explanation

Explanation/Reference:

corrected.

QUESTION 99

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

Correct Answer: A
Section: Functions
Explanation

Explanation/Reference:

QUESTION 100

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
Section: Functions
Explanation

Explanation/Reference:

QUESTION 101

What do customer perceptions and business outcomes help to define?

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

Correct Answer: A
Section: Key Principles and Models
Explanation

Explanation/Reference:

QUESTION 102

Which of the following is the BEST reason for categorizing incidents?

- A. To establish trends for use in problem management and other IT service management (ITSM) activities
- B. To ensure service levels are met and breaches of agreements are avoided
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 103

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

Correct Answer: B

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 104

Which of the following are classed as stakeholders in service management?

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

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 105

Which of the following is an enabler of best practice?

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

Correct Answer: B

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 106

Which is the correct definition of a customer facing service?

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

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 107

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

Correct Answer: B

Section: Service Management as a practice

Explanation

Explanation/Reference:

The correction is added.

QUESTION 108

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 109

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

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 110

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

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

Correct Answer: A

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 111

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

Correct Answer: A

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 112

Where should the following information be stored?

- 1. The experience of staff
 - 2. Records of user behaviour
 - 3. Supplier's abilities and requirements
 - 4. User skill levels
-
- A. The change schedule
 - B. The service portfolio
 - C. A configuration management database (CMDB)
 - D. The service knowledge management system (SKMS)

Correct Answer: D

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 113

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)

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 114

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

Correct Answer: A

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 115

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

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 116

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

Correct Answer: B

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 117

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

Correct Answer: D

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 118

Which one of the following is the BEST definition of the term „service management“?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interrelated, interacting or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 119

Which one 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

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 120

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

Correct Answer: A

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 121

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 122

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management
- B. Financial management
- C. Demand management
- D. Risk management

Correct Answer: B

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 123

Which of the following are sources of best practice?

1. Academic research
2. Internal experience
3. Industry practices

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

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

Answer is updated.

QUESTION 124

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



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- D. Customer services

Correct Answer: C

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 125

Which of the following are reasons why ITIL is successful?

1. ITIL is vendor neutral
2. It does not prescribe actions
3. ITIL represents best practice

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

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 126

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

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

Correct Answer: C

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 127

In which of the following areas would ITIL complementary guidance provide assistance?

1. Adapting best practice for specific industry sectors
2. Integrating ITIL with other operating models

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

Correct Answer: A

Section: The Service Lifecycle

Explanation

Explanation/Reference:

Still Valid.

QUESTION 128

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier
- D. Administrator

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 129

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

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

Correct Answer: A

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 130

Which of the following is 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

Correct Answer: D

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 131

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

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

Correct Answer: C

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 132

What are customers of IT services who do NOT work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers

- C. Valued customers
- D. Internal customers

Correct Answer: B

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 133

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

Correct Answer: C

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 134

Who is responsible for defining metrics for change management?

- 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

Section: Roles

Explanation

Explanation/Reference:

QUESTION 135

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

Correct Answer: B

Section: Roles

Explanation

Explanation/Reference:

QUESTION 136

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

Correct Answer: A

Section: Roles

Explanation

Explanation/Reference:

QUESTION 137

Which of the following activities would be performed by a process manager?

- 1. Monitoring and reporting on process performance
 - 2. Identifying improvement opportunities
 - 3. Appointing people to required roles
-
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only

Correct Answer: A

Section: Roles

Explanation

Explanation/Reference:

QUESTION 138

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

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 139

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 fulfilment

Correct Answer: A

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 140

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

Correct Answer: D

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 141

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be managed, operated 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

Correct Answer: B

Section: The Service Lifecycle

Explanation

Explanation/Reference:

QUESTION 142

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

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

Correct Answer: C

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 143

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
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 144

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

Correct Answer: D
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 145

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

- 1. Check the incident categorization and correct it if necessary
 - 2. Check that the user is satisfied with the outcome
- A. 1 only
 - B. Both of the above
 - C. 2 only
 - D. Neither of the above

Correct Answer: B
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 146

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 147

What is a RACI model used for?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 148

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 149

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 150

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 151

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 152

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 153

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 154

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 155

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 156

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

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

Correct Answer: D

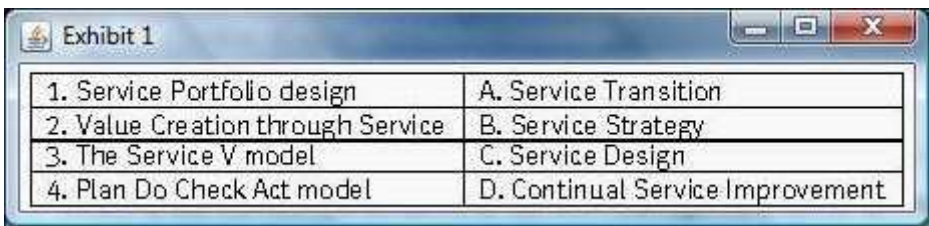
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 157

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 158

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 159

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 160

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 161

Which of the following module 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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 162

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 163

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 164

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 165

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 166

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 167

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 168

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 169

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 170

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 171

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 172

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 173

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 174

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 175

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 176

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 177

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 178

What are the three Service Provider business models?

- A. Internal Service provider, External Service provider, Outsourced 3rd Party
- B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C. Internal Service provider, Outsourced 3rd party and Off-shore party
- D. Internal Service provider, External Service provider, Shared Service Provider

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 179

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 180

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 181

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 182

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 183

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 184

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 185

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 186

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 187

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 188

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 189

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

Section: Mix Questions

Explanation

Explanation/Reference:

Authentic Answer.

QUESTION 190

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 191

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
Section: Mix Questions
Explanation

Explanation/Reference:



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QUESTION 192

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

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 193

Which of the following is NOT a characteristic of a process?

- A. It is measurable
- B. Delivers specific results
- C. A method of structuring an organization
- D. Responds to specific events

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 194

Which role 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
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 195

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

- 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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 196

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 197

The term 'Service Management' is best used to describe?

- A. Units of organizations with roles to perform certain activities
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. The management of functions within an organization to perform certain activities
- D. A set of specialized organizational capabilities for providing functions to customers in the form of services

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 198

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 199

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 200

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 201

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 202

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 203

What is a RACI model used for?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 204

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 205

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 206

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 207

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 208

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
Section: Mix Questions
Explanation

Explanation/Reference:



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QUESTION 209

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
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 210

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 211

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 212

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 213

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 214

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 215

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 216

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 217

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 218

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 219

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 220

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 221

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 222

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 223

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 224

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 225

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 226

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: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 227

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 228

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 229

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 230

Major Incidents require?

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 231

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 232

Which of the following is NOT an objective of Problem Management?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 233

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 234

Which of the following BEST describes a 'Major Incident'?

- A. An Incident that is so complex that the Service Desk takes longer than five times the normal time to log it
- B. An Incident which requires a large number of people to resolve
- C. An Incident which has a high impact on the business
- D. An Incident that is so complex that it requires root cause analysis before any workaround can be found

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 235

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 236

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 237

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 238

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



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- 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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 239

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 240

"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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 241

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 242

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
Section: Mix Questions
Explanation

Explanation/Reference:
Accurate.

QUESTION 243

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 244

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 245

Which of the following is NOT a characteristic of a process?

- A. Delivers specific results
- B. A method of structuring an organization
- C. Responds to specific events
- D. It is measurable

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 246

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 247

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 248

Which of the following is NOT a characteristic of a process?

- A. Delivers specific results
- B. Responds to specific events
- C. It is measurable
- D. A method of structuring an organization

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 249

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 250

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 251

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 252

Which of the following is concerned with fairness and transparency?

- A. Governance
- B. Service Level Management
- C. Capacity Management
- D. Service Strategy

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 253

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 254

Who is responsible for defining Key Performance Indicators for Change Management?

- A. The Service Owner
- B. The Continual Service Improvement Manager
- C. The Change Advisory Board (CAB)
- D. The Change Management Process Owner

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 255

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 256

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 257

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 or 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

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

QUESTION 258

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 259

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 260

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 261

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 262

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 263

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 264

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 265

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 266

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 267

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 268

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 269

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 270

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 271

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 272

A Know 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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 273

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 274

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Customer satisfaction
- C. Total cost of ownership
- D. Key performance indicators

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 275

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 276

Which stage of the Continuous Service Improvement (CSI) model stages is BEST described as '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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 277

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 278

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 279

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 280

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 281

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 282

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 283

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 284

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 285

The information that is passed to Service Transition to enable them to implement a new service is called:

- A. A Service Level Package
- B. A Service Transition Package
- C. A Service Design Package
- D. A New Service Package

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 286

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 287

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 288

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

Section: Mix Questions

Explanation

Explanation/Reference:

Corrected.

QUESTION 289

"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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 290

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 291

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 292

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 293

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 294

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 295

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

Section: Mix Questions

Explanation

Explanation/Reference:



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QUESTION 296

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 297

Which of the following statements is INCORRECT?
The Service Owner:

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 298

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 299

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 300

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
Section: Mix Questions
Explanation

Explanation/Reference:
Updated.

QUESTION 301

What should a service always deliver to customers?

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

Correct Answer: C

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 302

Which one of the following is NOT a characteristic of a process?

- A. It is measurable
- B. It delivers specific results
- C. It responds to specific events
- D. It structures an organization

Correct Answer: D

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 303

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

Correct Answer: D

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 304

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

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

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 305

Which of the following are sources of best practice?

1. Academic research
2. Internal experience
3. Industry practices

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

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 306

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 307

You are reviewing a presentation that will relay the value of adopting Service Design disciplines. Which statement would NOT be part of the value proposition?

- 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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 308

Which of these 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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 309

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
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 310

Which of the following BEST describes technical management?

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

Correct Answer: D
Section: Functions
Explanation

Explanation/Reference:

QUESTION 311

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

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

Correct Answer: C
Section: Functions
Explanation

Explanation/Reference:

QUESTION 312

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management

- B. Service desk
- C. Application management
- D. Facilities management

Correct Answer: D
Section: Functions
Explanation

Explanation/Reference:

QUESTION 313

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

- 1. Capacity management
- 2. Request fulfilment
- 3. Demand management
- 4. Incident management

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

Correct Answer: C
Section: Functions
Explanation

Explanation/Reference:

QUESTION 314

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

- 1. What is the vision?
- 2. Where are we now?
- 3. Where do we want to be?
- 4. How do we get there?
- 5. Did we get there?
- 6. ?

- A. What is the return on investment (ROI)?
- B. How much did it cost?
- C. How do we keep the momentum going?
- D. What is the value on investment (VOI)?

Correct Answer: C
Section: Key Principles and Models
Explanation

Explanation/Reference:

QUESTION 315

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

- 1. The services
- 2. The architectures
- 3. The configuration items
- 4. The processes

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

Correct Answer: D

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 316

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

Correct Answer: C

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 317

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

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

Correct Answer: D

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 318

Which one of the following activities does application management perform?

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

Correct Answer: B

Section: Functions

Explanation

Explanation/Reference:

QUESTION 319

Which of the following is the BEST description of a centralized service desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

Correct Answer: D

Section: Functions

Explanation

Explanation/Reference:

Answer is updated.

QUESTION 320

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
- B. The design of new or changed services
- C. The design of market spaces
- D. The design of the technology architectures

Correct Answer: C

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 321

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

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

Correct Answer: C

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 322

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

Correct Answer: C

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 323

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

Correct Answer: B

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 324

Which of the following statements BEST describes the aims of release and deployment management?

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

Correct Answer: A

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 325

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

Correct Answer: A

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 326

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

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

Correct Answer: C

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 327

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

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

Correct Answer: B

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 328

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

Correct Answer: A

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 329

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

Correct Answer: B

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 330

Which one of the following is the BEST definition of the term 'service management'?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

Section: Service Management as a practice

Explanation

Explanation/Reference:

Answer is valid.

QUESTION 331

Which of the following is NOT a source of best practice?

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

Correct Answer: B

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 332

Which reason describes why ITIL is so successful?

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

Correct Answer: B

Section: Service Management as a practice

Explanation

Explanation/Reference:

QUESTION 333

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 334

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 335

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 336

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 337

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request fulfilment
- B. Service portfolio management
- C. Service desk
- D. IT finance

Correct Answer: A

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 338

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



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1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence
4. 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

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 339

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management
- B. Service portfolio management
- C. Service desk
- D. Business relationship management

Correct Answer: D

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 340

Access management is closely related to which other process?

- A. Capacity management only
- B. 3rd line support
- C. Information security management
- D. Change management

Correct Answer: C

Section: Minor Processes

Explanation

Explanation/Reference:

QUESTION 341

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

Correct Answer: D

Section: Key Principles and Models

Explanation

Explanation/Reference:

QUESTION 342

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

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

Correct Answer: C

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 343

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 fulfilment

Correct Answer: D

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 344

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

1. To establish and maintain a business relationship between service provider and customer
2. To identify customer needs and ensure that the service provider is able to meet

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

Correct Answer: A
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 345

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

Correct Answer: C
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 346

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
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 347

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

- A. Only changes that introduce new services
- B. It is mandatory that all changes are subject to design coordination activity
- C. Only changes to business critical systems
- D. Any change that the organization believes could benefit

Correct Answer: D
Section: Minor Processes
Explanation

Explanation/Reference:

QUESTION 348

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

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

Correct Answer: A
Section: Minor Processes
Explanation

Explanation/Reference:

QUESTION 349

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline

Correct Answer: A
Section: Generic concepts and definitions
Explanation

Explanation/Reference:

QUESTION 350

Check, Act and Plan are three of the stages of the Deming Cycle.

Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A
Section: Generic concepts and definitions
Explanation

Explanation/Reference:

QUESTION 351

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
Section: Generic concepts and definitions
Explanation

Explanation/Reference:

QUESTION 352

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 353

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 354

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 355

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 356

Which process is responsible for monitoring an IT Service and detecting when the performance drops below acceptable limits?

- A. Service Level Management
- B. Performance Management
- C. Capacity Management
- D. Event Management

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 357

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 358

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 359

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 360

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 361

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 362

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 363

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 364

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 365

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

Correct Answer: A

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 366

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)

Correct Answer: B

Section: Major Processes

Explanation

Explanation/Reference:

QUESTION 367

In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational level agreement (OLA)
- B. Capacity plan
- C. Service level agreement (SLA)
- D. SLA monitoring chart (SLAM)

Correct Answer: D
Section: Major Processes
Explanation

Explanation/Reference:

QUESTION 368

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

Correct Answer: A
Section: Major Processes
Explanation

Explanation/Reference:
Adapted.

QUESTION 369

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

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

Correct Answer: B
Section: Generic concepts and definitions
Explanation

Explanation/Reference:

QUESTION 370

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

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

Correct Answer: B
Section: Generic concepts and definitions
Explanation

Explanation/Reference:

QUESTION 371

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:

QUESTION 372

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

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

Correct Answer: D

Section: Generic concepts and definitions

Explanation

Explanation/Reference:



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