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QUESTION 1

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

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

Correct Answer: D

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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

QUESTION 5

Why are public frameworks, such as 1TIL, 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

QUESTION 6

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

QUESTION 7

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

QUESTION 8

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

QUESTION 9

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

QUESTION 10

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

QUESTION 11

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

QUESTION 12

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

QUESTION 13

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

QUESTION 14

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

QUESTION 15

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

QUESTION 16
Which of the following are objectives of service level management?

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

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

Correct Answer: A

QUESTION 17
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

QUESTION 18
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

QUESTION 19
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

QUESTION 20
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

QUESTION 21
Which process is responsible for managing relationships with vendors?

A. Change management
B. Service portfolio management
C. Supplier management
D. Continual service improvement

Correct Answer: C

QUESTION 22
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

QUESTION 23

What are the categories of event described in the ITIL service operation book?

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

Correct Answer: C

QUESTION 24

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

QUESTION 25

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

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

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

Correct Answer: B

QUESTION 26

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

QUESTION 27

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

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

B.   To provide training and certification in project management

C.   To provide quality knowledge and information about services and service assets

D.   To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B

QUESTION 28

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

QUESTION 29

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

QUESTION 30

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

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