

of which process?

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

Correct Answer: D

QUESTION 289

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

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

Correct Answer: D

QUESTION 290

Which of these statements about Service Desk staff is CORRECT?

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

Correct Answer: B

QUESTION 291

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

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

Correct Answer: D

QUESTION 292

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

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

Correct Answer: D

QUESTION 293

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

Correct Answer: C

QUESTION 294

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

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

Correct Answer: A

QUESTION 295

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place
- C. Ensure delivery and support of a service
- D. Ensure service Key Performance Indicators (KPIs) are reported

Correct Answer: C

QUESTION 296

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

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

Correct Answer: C

QUESTION 297

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

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

Correct Answer: D

QUESTION 298

Which of the following is the BEST definition of a Risk?

- A. Something that won't happen
- B. Something that will happen
- C. Something that has happened
- D. Something that might happen

Correct Answer: D

QUESTION 299

Which process is responsible for controlling, recording and reporting on versions, attributes and relationships relating to components of the IT infrastructure?

- A. Service Level Management
- B. Change Management
- C. Incident Management
- D. Service Asset and Configuration Management

Correct Answer: D

QUESTION 300

When should tests for a new service be designed?

- A. At the same time as the service is designed
- B. After the service has been designed, before the service is handed over to Service Transition
- C. As part of Service Transition
- D. Before the service is designed

Correct Answer: A

QUESTION 301

Which of the following is a responsibility of Supplier Management?

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

Correct Answer: A

QUESTION 302

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

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

Correct Answer: D

QUESTION 303

IT Service Continuity strategy should be based on:

- 1. Design of the service technology
 - 2. Business continuity strategy
 - 3. Business Impact Analysis
 - 4. Risk assessment
-
- A. 1, 2 and 4 only
 - B. 1, 2 and 3 only
 - C. 2, 3 and 4 only
 - D. 1, 3 and 4 only

Correct Answer: C

QUESTION 304

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

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

Correct Answer: A

QUESTION 305

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. TheService Support and Service Delivery books
- D. Pocket Guides

Correct Answer: B

QUESTION 306

Which of the following activities are responsibilities of a Supplier Manager?

- 1. Negotiating and agreeing Contracts

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2. Updating the Supplier and Contract database
3. Planning for possible closure, renewal or extension of contracts
4. Managing relationships with internal suppliers

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

Correct Answer: A

QUESTION 307

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

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

Correct Answer: B

QUESTION 308

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
- D. Service Catalogue and Service Portfolio are different names for the same thing

Correct Answer: C

QUESTION 309

What is the definition of an Alert?

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

Correct Answer: C

QUESTION 310

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