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

Correct Answer: B

QUESTION 130
Which one of the following is the BEST description of a major incident?

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

Correct Answer: D

QUESTION 131
Which one of the following activities would be performed by access management?

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

Correct Answer: D

QUESTION 132
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

QUESTION 133
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

QUESTION 134
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

QUESTION 135
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

QUESTION 136
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. Adocument 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

QUESTION 137
Which one of the following is NOT the responsibility of service catalogue management?

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

Correct Answer: B

QUESTION 138
Which of the following are managed by facilities management?

1. Hardware within a data centre or computer room
2. Applications
3. Power and cooling equipment

4. Recovery sites

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

Correct Answer: C

QUESTION 139
Which processes are responsible for the regular review of underpinning contracts?

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

Correct Answer: A

QUESTION 140
Which process has the purpose to ensure that, by managing the risks which could seriously affect
IT services, the IT service provider can always provide minimum agreed business-related service
levels?

A.   Change management
B.   IT service continuity management
C.   Financial management for IT services
D.   Service catalog management

Correct Answer: B
Explanation:
http://wiki.en.it-processmaps.com/index.php/ITIL_V3_Service_Design (See IT service
continuitymanagement)

QUESTION 141
What is the BEST description of the purpose of the service operation stage of the service
lifecycle?

A.   To decide how IT will engage with suppliers during the service lifecycle
B.   To proactively prevent all outages toIT services
C.   To design and build processes that will meet business needs
D.   To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 142
Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

A.   Service design
B.   Service transition
C.   Continual service improvement

D. Service operation

Correct Answer: A

QUESTION 143
Which one of the following is the BEST definition ofreliability?

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 berestored to normal working order

Correct Answer: C

QUESTION 144
Which one of the following statements is CORRECT?

A. The configuration management system is part of the known error database
B. The service knowledge management system is part of the configuration management system
C. The configuration management system is part of the service knowledge management system
D. The configuration management system is part of the configuration management database

Correct Answer: C

QUESTION 145
The multi-level SLA' is a three-layer structure. Which one of thefollowing layers is NOT part of this type of SLA?

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

Correct Answer: D

QUESTION 146
Which one of the following is NOT a characteristic of a process?

A. It is measureable
B. It delivers specific results
C. It responds to specific events
D. It structure an organization

Correct Answer: D

QUESTION 147
Which areas of service management can benefit from automation?

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

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

Correct Answer: D

QUESTION 148
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

QUESTION 149
Which one of the following is the BEST description of a service-based service level agreement (SLA)?

A. An agreement with an individual customer group, covering all the services that they use
B. An agreement that covers one service for a single customer
C. An agreement that covers service specific issues in a multi-level SLA structure
D. An agreement that covers one service for all customers of that service

Correct Answer: D

QUESTION 150
Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle
B. To proactively prevent all outages to IT services
C. To design and build processes which will meet business needs
D. To deliver andmanage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 151
What are customers of IT services who work in the same organization as the service provider known as?