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Exam Questions ITIL

ITIL Foundation v.3

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NEW QUESTION 1

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

Answer: C

NEW QUESTION 2

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

Answer: C

NEW QUESTION 3

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

Answer: C

NEW QUESTION 4

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

Answer: C

NEW QUESTION 5

Which one of the following do technology metrics measure?

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

Answer: A

NEW QUESTION 6

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

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

Answer: A

NEW QUESTION 7

Which process is responsible for managing relationships with vendors?

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

Answer: C

NEW QUESTION 8

Which of the following service desk organizational structures are described in service operation?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 9

IT help desk

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 10

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

Answer: B

NEW QUESTION 10

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Answer: B

NEW QUESTION 14

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

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

Answer: B

NEW QUESTION 18

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

Answer: B

NEW 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

Answer: B

NEW QUESTION 24

What should a service always deliver to customers?

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

Answer: C

NEW QUESTION 26

ITIL is vendor neutral

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 29

The consideration of value creation is a principle of which stage of the service lifecycle?

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

Answer: B

NEW QUESTION 30

Which of the following BEST describes partners' in the phrase people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

Answer: A

NEW QUESTION 34

Which 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

Answer: D

NEW QUESTION 38

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

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

Answer: C

NEW QUESTION 39

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

Answer: C

NEW QUESTION 44

Change authority

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 45

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

Answer: A

NEW QUESTION 50

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

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

Answer: A

NEW QUESTION 51

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

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

Answer: B

NEW QUESTION 54

Which of the following is an enabler of best practice?

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

Answer: B

NEW QUESTION 59

Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

- A. Profit
- B. Preparation
- C. Products
- D. Potential

Answer: C

NEW QUESTION 64

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

Answer: A

NEW QUESTION 67

Which of the following provide value to the business from service strategy?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 68

A process owner is responsible for which of the following?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 70

Assisting with process design

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 73

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

Answer: C

NEW QUESTION 76

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 80

The configuration items

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 85

The processes

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

Answer: D

NEW QUESTION 87

Which of the following is the best definition of IT service management?

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

Answer: D

NEW QUESTION 88

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}

Answer: D

NEW QUESTION 92

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

Answer: B

NEW QUESTION 95

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

Answer: A

NEW QUESTION 98

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

Answer: B

NEW QUESTION 99

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

Answer: B

NEW QUESTION 104

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

Answer: C

NEW QUESTION 108

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
- B. Stakeholders
- C. Regulators
- D. Accreditors

Answer: B

NEW QUESTION 110

How do we get there?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 111

?

- 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)?

Answer: C

NEW QUESTION 115

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. The ECAB considers every high priority request for change (RFC)
- 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

Answer: C

NEW QUESTION 116

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk

D. Shared services unit

Answer: C

NEW QUESTION 120

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

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

Answer: C

NEW QUESTION 122

Measurement and reporting

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 126

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

Answer: A

NEW QUESTION 130

Where should the following information be stored?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 131

The experience of staff

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 136

Records of user behaviour

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 140

Supplier's abilities and requirements

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 144

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfilment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

Answer: A

NEW QUESTION 145

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 149

Logging details of incidents and service requests

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 151

Providing first-line investigation and diagnosis

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 155

Restoring service

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 156

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

Answer: B

NEW QUESTION 157

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

Answer: D

NEW QUESTION 162

Customers

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 167

Suppliers

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

Answer: A

NEW QUESTION 171

Which of the following CANNOT be provided by a tool?

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

Answer: C

NEW QUESTION 173

What is a RACI model used for?

- A. Performance analysis
- B. Recording configuration items
- C. Monitoring services
- D. Defining roles and responsibilities

Answer: D

NEW QUESTION 176

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

Answer: D

NEW QUESTION 178

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

Answer: A

NEW QUESTION 179

Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 182

Things that were done correctly

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 186

How to prevent recurrence

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 191

Which of the following are sources of best practice?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 196

Responsibilities; who should do what, including escalation

- A. Mastered

B. Not Mastered

Answer: A

NEW QUESTION 200

Timescales and thresholds for completion of the actions

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 204

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

Answer: D

NEW QUESTION 208

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

Answer: C

NEW QUESTION 211

Enabling

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 216

Core

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 218

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

- A. To ensure that a service managed and operated 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

Answer: B

NEW QUESTION 222

What is the primary focus of the business management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: D

NEW QUESTION 226

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface

D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Answer: A

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.

NEW QUESTION 227

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

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

Answer: B

NEW QUESTION 232

Which one of the following statements BEST describes a definitive media library (DML)?

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

Answer: B

NEW QUESTION 237

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

- 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

Answer: B

NEW QUESTION 238

Applications

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 242

Design and modeling

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 243

Pattern recognition and analysis

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 244

Business impact analysis (BIA)

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 248

Which one of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To ensure that service changes create the expected business value
- C. To minimize the impact of service outages on day-to-day business activities
- D. To plan and manage entries in the service catalogue

Answer: B

NEW QUESTION 250

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

Answer: A

NEW QUESTION 255

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 and manage IT services at agreed levels to business users and customers

Answer: D

NEW QUESTION 260

Designing availability into a proposed solution

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

Answer: D

NEW QUESTION 265

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

Answer: D

NEW QUESTION 270

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 271

Providing an understanding of what strategy is

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 275

Integrating ITIL with other operating models

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

Answer: A

NEW QUESTION 276

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 fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

Answer: A

NEW QUESTION 279

Recording and control of virtual CIs

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 280

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

Answer: B

NEW QUESTION 285

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

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

Answer: B

NEW QUESTION 288

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

- A. Strategic service
- B. Delivered service
- C. Internal service
- D. External service

Answer: C

NEW QUESTION 292

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

Answer: A

NEW QUESTION 294

Which process would maintain policies, standards and models for service transition activities and processes?

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

Answer: C

NEW QUESTION 299

Which of the following identifies the purpose of design coordination?

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

Answer: A

NEW QUESTION 301

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 303

It delivers its primary results to a customer or stakeholder

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 305

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

Answer: B

NEW QUESTION 309

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 311

A major change to an IT service

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 312

Reduced cost to design new services

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 317

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 320

Request fulfillment

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 325

Incident management

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

- C. 2 and 4 only
- D. 2 only

Answer: C

NEW QUESTION 327

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

Answer: B

NEW QUESTION 330

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

Answer: A

NEW QUESTION 333

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

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

Answer: C

NEW QUESTION 334

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

Answer: B

NEW QUESTION 339

Which of the following statements describes the objectives of service asset and configuration management?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 342

Which of these recommendations is best practice for service level management?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 346

Which Functions are included in IT operations management?

- A. Network management and application management
- B. Technical management and change management
- C. IT operations control and facilities management
- D. Facilities management and release management

Answer: C

NEW QUESTION 349

The definitive media library is the responsibility of:

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

Answer: D

NEW QUESTION 353

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 354

Core

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 358

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

Answer: B

NEW QUESTION 360

Which of the following can include steps that will help to resolve an incident?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 364

Which types of communication would the functions within service operation use?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 369

Routine operational communication

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

Answer: D

NEW QUESTION 371

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

Answer: B

NEW QUESTION 373

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

- A. Strategic customers
- B. External customers

- C. Valued customers
- D. Internal customers

Answer: B

NEW QUESTION 376

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}

Answer: A

NEW QUESTION 378

Which of the following statements is INCORRECT?

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

Answer: B

NEW QUESTION 379

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

Answer: C

NEW QUESTION 383

What services to offer and to whom?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 388

Within the Continual Service Improvement (CSI} 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"

- A. Service Strategy
- B. Service Design
- C. Service Operation
- D. Service Transition

Answer: C

NEW QUESTION 389

Designing the service so it can meet the targets

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 390

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

Answer: B

NEW QUESTION 394

Local Service Desk

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 399

The only phase of the Service Management Lifecycle where value can be measured is Service Operation

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 402

What is the definition of an Alert?

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

Answer: B

NEW QUESTION 404

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

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

Answer: D

NEW QUESTION 406

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

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

Answer: D

NEW QUESTION 410

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

Answer: A

NEW QUESTION 414

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

Answer: D

NEW QUESTION 419

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

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

Answer: D

NEW QUESTION 422

Which of the following is concerned with fairness and transparency?

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

Answer: B

NEW QUESTION 424

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

Answer: A

NEW QUESTION 427

Which of the following is the goal or purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Answer: D

NEW QUESTION 431

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

Answer: A

NEW QUESTION 436

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

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

Answer: A

NEW QUESTION 438

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

Answer: C

NEW QUESTION 442

All communication must have an intended purpose or resultant action

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 445

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

- A. Technology, Customer, User

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

Answer: B

NEW QUESTION 449

Monitor, Measure and Review

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 454

Ensuring services are able to meet availability targets

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 457

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

Answer: B

NEW QUESTION 460

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

Answer: C

NEW QUESTION 463

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

Answer: A

NEW QUESTION 468

Change Schedules

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 472

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

Answer: C

NEW QUESTION 474

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

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

Answer: A

NEW QUESTION 479

Which of the following are goals of Service Operation?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 483

Which 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

Answer: A

NEW QUESTION 488

A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

Answer: B

NEW QUESTION 492

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

- A. Service Design
- B. Service Transition
- C. Service Strategy
- D. Service Operation

Answer: C

NEW QUESTION 494

Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

Answer: A

NEW QUESTION 496

Which is the BEST definition of a Configuration Item (CI)?

- A. An item of hardware or software registered in the asset database
- B. A collection of information used to describe a hardware or software item
- C. An asset, service component or other item that is, or will be, under the control of Configuration Management
- D. Information recorded by the Service Desk when an Incident is reported

Answer: C

NEW QUESTION 499

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

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

Answer: C

NEW QUESTION 501

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Answer: D

NEW QUESTION 502

Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 506

Risk assessment

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 508

Monitoring of component availability

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

Answer: B

NEW QUESTION 512

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations designed to perform certain types of work
- B. We must be able to measure them in a relevant manner
- C. They deliver specific results
- D. They respond to specific events

Answer: A

NEW QUESTION 516

Known Error Record

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

Answer: C

NEW QUESTION 519

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

Answer: B

NEW QUESTION 520

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

- A. Service Design
- B. Service Strategy

- C. Service Operation
- D. Continual Service Improvement

Answer: A

NEW QUESTION 522

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

- A. Plan
- B. Do
- C. Check
- D. Act

Answer: A

NEW QUESTION 526

What are the processes within Service Operation?

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

Answer: A

NEW QUESTION 531

Which process or function is responsible for the Definitive Media Library and Definitive Spares?

- A. Facilities Management
- B. Access Management
- C. Request Fulfillment
- D. Service Asset and Configuration Management

Answer: D

NEW QUESTION 533

Which of the following activities is performed by access management?

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

Answer: D

NEW QUESTION 536

Customer perceptions and business outcomes help to define what?

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

Answer: A

NEW QUESTION 539

How do we differentiate ourselves from competing alternatives?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 542

Which of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To plan and manage the resource requirements for releases
- C. To provide quality knowledge of incident and problem management
- D. To plan and manage entries in the service catalogue.

Answer: B

NEW QUESTION 545

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. The change manager

Answer: C

NEW QUESTION 548

Which of the following is an example of self-help capabilities?

- A. Menu-driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

Answer: A

NEW QUESTION 553

Which of the following availability management activities are considered to be proactive as opposed to reactive?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 556

Which of the following do Technology metrics measure?

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

Answer: A

NEW QUESTION 560

Which of the following would commonly be in a contract underpinning an IT service? 1) Marketing information
2) Contract description and scope
3) Responsibilities and dependencies

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

Answer: C

NEW QUESTION 562

Which is an objective of access management?

- A. To efficiently respond to requests for granting access to services.
- B. To detect changes of state that have significance for management of an IT service.
- C. To assist with general information, complains or comments.
- D. To minimize the impact of incidents that cannot be prevented.

Answer: A

NEW QUESTION 564

What BEST defines serviceability?

- A. How quickly a service or component can be restored to normal working order
- B. How long a service or component can perform its agreed function without failure
- C. The ability of a third-party supplier to meet the terms of its contract
- D. The part of the business process that is critical to providing the service

Answer: C

NEW QUESTION 567

What should a release policy include?

- A. Roles and responsibilities across all the service transition processes.
- B. Roles and responsibilities for updating the configuration management database (CMDB).

- C. Criteria and authorization to exit early life support and handover to the service operation function.
- D. How request for changes (RFCs) are approved for software releases in the IT production environment.

Answer: A

NEW QUESTION 570

Where are the details of core and enhancing service provided?

- A. The definitive media library.
- B. The configuration management system.
- C. The service portfolio.
- D. The service catalogue.

Answer: C

NEW QUESTION 573

What BEST describes the value of service operation to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It ensures IT services are continuously aligned to business requirements
- C. It defines the control of service assets and configurations
- D. It reduces the duration and frequency of service outages

Answer: D

NEW QUESTION 578

Which three types of metric support Continual Service Improvement (CSI) activities?

- A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- B. Process metrics, software metrics and financial metrics
- C. Technology metrics, process metrics and service metrics
- D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

Answer: C

NEW QUESTION 583

Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

- A. Service transition
- B. Service level management
- C. Service operation.
- D. Service Design.

Answer: A

NEW QUESTION 588

What are the two MAJOR activities in problem management?

- A. Technical and service
- B. Resource and proactive
- C. Reactive and technical
- D. Proactive and reactive

Answer: D

NEW QUESTION 593

Which areas are NOT measured by process KPIs?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 595

Which statement about stakeholders is TRUE?

- A. Customers, users and suppliers are examples of stakeholders who are can be external to the service provider organization
- B. External customers are those who work for the same organization as the IT service provider
- C. Internal customers are always charged for the IT services they receive from the IT service provider organization
- D. Internal customers purchase services from third party suppliers by means of a legally binding contractor agreement

Answer: A

NEW QUESTION 599

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 catalogue management

Answer: B

NEW QUESTION 603

Which statement about Business Cases is TRUE?

- A. Business Cases should focus on both the financial and non-financial impacts of the proposed project or service
- B. Business Cases should focus on only the financial impacts of the proposed project to secure support and funding
- C. Business Cases should focus on only the non-financial business impacts of the proposed project to secure proper high-level management support
- D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

Answer: A

NEW QUESTION 604

What is the primary focus of component capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Answer: C

NEW QUESTION 608

What is used to control a process?

- A. Inputs
- B. Functions
- C. Objectives
- D. Stakeholders

Answer: C

NEW QUESTION 610

Which statement about the known error database (KEDB) is CORRECT?

- A. It is maintained by the service desk and updated with the details of each new incident
- B. It is a part of the configuration management database (CMD)
- C. and contains workarounds
- D. It is maintained by problem management and is used by the service desk to help resolve incidents
- E. It is maintained by incident management and contains solutions to be implemented by problemManagement

Answer: C

NEW QUESTION 613

What is a change of state that has significance for the management of a configuration item (CI) called?

- A. An event
- B. A baseline
- C. A change to a service level agreement
- D. A request for change (RFC).

Answer: A

NEW QUESTION 616

What is the BEST definition of an internal service?

- A. It is a supporting service delivered between functions of the IT service provider
- B. It is any customer-facing service delivered by an outsourced provider
- C. It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes
- D. It is a service delivered between departments or business units in the same organization

Answer: D

NEW QUESTION 618

What BEST describes the value of service transition to the business?

- A. It supports the creation of a catalogue of services

- B. It leads to gradual and continual improvement in service quality
- C. It provides quick and effective access to standard services
- D. It results in higher volumes of successful change

Answer: D

NEW QUESTION 623

Why is ITIL successful?

- A. It always guarantees cost savings
- B. Its practices are applicable to any IT organisation
- C. It makes technology architecture easy to design
- D. It can be fully implemented in 30 days

Answer: B

NEW QUESTION 627

Where should all master copies of controlled software and documentation be stored?

- A. In the definitive software library
- B. In the definitive media library
- C. In the definitive security library
- D. In the definitive production library

Answer: B

NEW QUESTION 631

How should entries in the CSI register be categorized?

- A. Based on priority, urgency and impact to the business and to all its stakeholders
- B. Based on small, medium or, large undertakings that can be done quickly, medium term or long term
- C. Based on IT service name, cost to the business and expected outcomes to the customer
- D. Based on best improvement opportunities in the organization to achieve a competitive advantage

Answer: B

NEW QUESTION 635

What BEST describes the value of continual service improvement to the business?

- A. It supports the creation of a portfolio of quantified services
- B. It results in gradual improvement in cost effectiveness
- C. It improves governance by building controls into service designs
- D. It provides quick and effective access to standard services

Answer: B

NEW QUESTION 638

ITSM concepts are often described in the context of only one of these type. Type I, type II and type III

- A. Service Units
- B. Business Units
- C. Service Providers
- D. Customers

Answer: C

NEW QUESTION 639

What service could include a differentiation as an "excitement factor"?

- A. A core service
- B. An enabling service
- C. A packaged service
- D. An enhancing service

Answer: D

NEW QUESTION 640

Which document shows a detailed analysis of business impact and benefits?

- A. A return on investment
- B. Service level requirements
- C. A business case
- D. A service level agreement

Answer: C

NEW QUESTION 643

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