

# 100% Money Back Guarantee

**Vendor:** ISEB

**Exam Code:** BH0-006

**Exam Name:** ITIL V3 Foundation Certificate in IT Service Management

**Version:** Demo

**QUESTION 1**

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**

**QUESTION 2**

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**

**QUESTION 3**

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**

**QUESTION 4**

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**

**QUESTION 5**

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**

**QUESTION 6**

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 7**

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

#### **QUESTION 8**

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

#### **QUESTION 9**

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

#### **QUESTION 10**

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

#### **QUESTION 11**

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

**QUESTION 12**

Exhibit: \* Missing\*

Which is the correct combination of Service Management terms across the Lifecycle?

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

**Correct Answer:** C

**QUESTION 13**

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

**QUESTION 14**

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

**QUESTION 15**

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

**QUESTION 16**

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

- A. Service Model
- B. Continual Service Improvement (CSI) Model
- C. RACI Model
- D. Plan, Do, Check, Act (PDCA) Model

**Correct Answer:** C

**QUESTION 17**

The group that reviews Changes that must be installed faster than the normal Change process is called

the:

- A. Technical Management (TM)
- B. Urgent Change Authority (UCA)
- C. Emergency Change Advisory Board (ECAB)
- D. Urgent Change Board (UCB)

**Correct Answer:** C

**QUESTION 18**

Which of the 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. 1, 2 and 3 are all true

**Correct Answer:** D

**QUESTION 19**

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

**QUESTION 20**

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

**QUESTION 21**

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

**QUESTION 22**

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. 1, 2 and 3 are all true  
C. 2 and 3 only  
D. 1 and 2 only

**Correct Answer:** A

**QUESTION 23**

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

**QUESTION 24**

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

**QUESTION 25**

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

**QUESTION 26**

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

**QUESTION 27**

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**

**QUESTION 28**

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**

**QUESTION 29**

Which of the following BEST describes a Service Desk?

- A. A process within Service Operation providing a single point of contact
- B. A dedicated number of staff answering questions from users
- C. A dedicated number of staff handling Incidents and service requests
- D. A dedicated number of staff handling service requests

**Correct Answer: C**

**QUESTION 30**

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 31**

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**

**QUESTION 32**

Exhibit:

1. Local Service Desk
2. Virtual Service Desk
3. IT Help Desk
4. Follow the Sun

Which of the following are Service Desk organizational structures? Please refer to the exhibit.

- 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

**QUESTION 33**

"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

**QUESTION 34**

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

**QUESTION 35**

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

**QUESTION 36**

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

**QUESTION 37**

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

**QUESTION 38**

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

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

**Correct Answer:** C

**QUESTION 39**

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

**QUESTION 40**

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

**QUESTION 41**

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

**QUESTION 42**

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

**QUESTION 43**

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

**QUESTION 44**

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

**QUESTION 45**

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

**QUESTION 46**

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

**QUESTION 47**

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

**QUESTION 48**

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

**QUESTION 49**

Governance is concerned with:

- A. Measuring and improving the efficiency and effectiveness of processes
- B. Ensuring that agreed Service Level Requirements are met
- C. Ensuring that processes and procedures are correctly followed
- D. Reducing the total cost of providing services

**Correct Answer:** C

**QUESTION 50**

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

**QUESTION 51**

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

**QUESTION 52**

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

**QUESTION 53**

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

**QUESTION 54**

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

**QUESTION 55**

Which of these activities would you expect to be performed by a Service Desk?

1. Logging details of Incidents and service requests
2. Providing first line investigation and diagnosis
3. Restoring service
4. Diagnosing the root cause of problems

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

**Correct Answer:** D

**QUESTION 56**

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

**QUESTION 57**

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

**QUESTION 58**

Which of the following statements is CORRECT?

- A. Service Transition contains guidance on transferring services from strategy into the design phase of the

Service Lifecycle

- B. Service Design provides guidance for the development of services and service management processes
- C. Continual Service Improvement contains guidance on supporting IT operations through models such as shared services
- D. Service Operation ensures that organizations are in a position to handle the costs and risks associated with their service portfolios

**Correct Answer:** B

**QUESTION 59**

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

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

**Correct Answer:** B

**QUESTION 60**

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

**QUESTION 61**

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

**QUESTION 62**

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

**QUESTION 63**

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

**QUESTION 64**

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

**QUESTION 65**

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

**QUESTION 66**

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

**QUESTION 67**

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

**QUESTION 68**

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

**QUESTION 69**

Which of the following delivery strategies is described as, "Formal arrangements between two or more

organizations to work together to design, develop, transition, maintain, operate and/or support IT services"?

- A. Insourcing
- B. Multisourcing
- C. Knowledge Process Outsourcing
- D. Application Service Provision

**Correct Answer:** B

#### **QUESTION 70**

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

1. Check the incident categorization and correct it if necessary
2. Check that user is satisfied with the outcome

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

**Correct Answer:** A

#### **QUESTION 71**

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

#### **QUESTION 72**

Which process contains the Business, Service and Component subprocesses?

- A. Capacity Management
- B. Incident Management
- C. Service Level Management
- D. Financial Management

**Correct Answer:** A

#### **QUESTION 73**

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

#### **QUESTION 74**

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

**QUESTION 75**

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

**QUESTION 76**

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

**QUESTION 77**

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 78**

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

**QUESTION 79**

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

**QUESTION 80**

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

**QUESTION 81**

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

**QUESTION 82**

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

**QUESTION 83**

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

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

**Correct Answer:** B

**QUESTION 84**

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

**QUESTION 85**

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

**QUESTION 86**

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 licenses
- 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

**QUESTION 87**

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

**QUESTION 88**

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

**QUESTION 89**

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

**QUESTION 90**

Which of the following might be used to manage an Incident?

1. Incident Model
2. Known Error Record

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

**Correct Answer:** D

**QUESTION 91**

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

**QUESTION 92**

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

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

**Correct Answer:** C

**QUESTION 93**

A risk is:

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

**Correct Answer:** C

**QUESTION 94**

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

**QUESTION 95**

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 96**

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

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

**Correct Answer:** D

**QUESTION 97**

Major Incidents require?

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

**Correct Answer:** D

**QUESTION 98**

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

**QUESTION 99**

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

**QUESTION 100**

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

**QUESTION 101**

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

**QUESTION 102**

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

**QUESTION 103**

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

**QUESTION 104**

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

**QUESTION 105**

Which of the following is NOT a valid 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 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

**QUESTION 106**

Which of the following do Service Metrics measure?

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

**Correct Answer: C**

**QUESTION 107**

"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**

**QUESTION 108**

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**

**QUESTION 109**

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**

**QUESTION 110**

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**

**QUESTION 111**

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 and that will accomplish the stakeholders requirements and deliver the intended objectives
- B. To ensure that each Release package specified by Service Design consists of a set of related assets

and service components that are compatible with each other

- C. To ensure that all Release and Deployment packages can be tracked, installed, tested, verified and/or uninstalled or backed out if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

**Correct Answer: A**

#### **QUESTION 112**

Which of the following BEST describes a Problem?

- A. A Known Error for which the cause and resolution are not yet known
- B. A serious Incident which has a critical impact to the business
- C. The cause of one or more Incidents
- D. The cause of two or more Incidents

**Correct Answer: C**

#### **QUESTION 113**

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**

#### **QUESTION 114**

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: D**

#### **QUESTION 115**

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 116**

The Service Catalogue can be BEST described as:

- A. A document used by Service Operations to identify activities that they must perform
- B. A list of all business requirements that have not yet become services
- C. The part of the Service Portfolio that is visible to customers

D. A list of all Service Level Agreements

**Correct Answer:** C

**QUESTION 117**

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

**QUESTION 118**

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

**QUESTION 119**

What is the BEST description of an Operational Level Agreement (OLA)?

- A. A document that describes to a customer how services will be operated on a day to day basis
- B. A document that describes business services to operational staff
- C. An agreement between the service provider and an external organization
- D. An agreement between the service provider and another part of the same organization

**Correct Answer:** D

**QUESTION 120**

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

**QUESTION 121**

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 122**

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:** D

**QUESTION 123**

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

**QUESTION 124**

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:** D

**QUESTION 125**

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:** D

**QUESTION 126**

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

**QUESTION 127**

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

**QUESTION 128**

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

**QUESTION 129**

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
- D. None of the other alternatives apply.

**Correct Answer:** AC

**QUESTION 130**

Which of the following is NOT an aim of the Change Management process?

- A. To deliver and manage IT services at agreed levels to business users
- B. The impact of changes are better understood
- C. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)

**Correct Answer:** A

**QUESTION 131**

When can a Known Error record be raised?

1. At any time it would be useful to do so
2. After the permanent solution has been implemented

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

**Correct Answer:** D

**QUESTION 132**

What is the Service V Model used for?

- A. The day to day management of services
- B. Monitoring and measuring services as part of Continual Service Improvement (CSI)
- C. Identifying different levels of validation and testing that can be carried out
- D. Managing the five aspects of Service Design

**Correct Answer:** C

**QUESTION 133**

Which of the following are valid examples of business value measures?

1. Customer retention
2. Time to market
3. Service Architecture
4. Market share

- A. All of the alternatives apply
- B. 1, 2 and 4 only
- C. 1 and 2 only
- D. 2 and 4 only

**Correct Answer:** B

**QUESTION 134**

Which of the following options is a hierarchy that is used in Knowledge Management?

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

**Correct Answer:** D

**QUESTION 135**

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

- A. IT Finance
- B. Service Portfolio Management
- C. Service Desk
- D. Request Fulfillment

**Correct Answer:** D

**QUESTION 136**

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

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

**Correct Answer:** C

**QUESTION 137**

Which of these statements about Resources and Capabilities is CORRECT?

- A. Capabilities are types of Service Asset and Resources are not
- B. Neither Capabilities nor Resources are types of Service Asset
- C. Resources and Capabilities are both types of Service Asset
- D. Resources are types of Service Asset and Capabilities are not

**Correct Answer:** C

**QUESTION 138**

Which of the following statements is CORRECT?

- A. The Configuration Management System is part of the Known Error Data Base
- B. The Configuration Management System is part of the Configuration Management Database

- C. The Configuration Management System is part of the Service Knowledge Management system
- D. The Service Knowledge Management System is part of the Configuration Management System

**Correct Answer:** C

**QUESTION 139**

Which stages of the Service Lifecycle does the 7 Step Improvement Process apply to?

- A. Service Design, Service Transition and Service Operation
- B. Service Operation
- C. Service Transition and Service Operation
- D. Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

**Correct Answer:** D

**QUESTION 140**

The three subprocesses of Capacity Management are:

- A. Business Capacity Management, Service Capacity Management and Component Capacity Management
- B. Business Capacity Management, Technology Capacity Management and Component Capacity Management
- C. Supplier Capacity Management, Service Capacity Management and Technology Capacity Management
- D. Supplier Capacity Management, Service Capacity Management and Component Capacity Management

**Correct Answer:** A

**QUESTION 141**

What is the BEST description of a 'Major Incident'?

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

**Correct Answer:** D

**QUESTION 142**

Which of the following is the BEST definition of the term Service Management?

- A. A set of specialised 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

**QUESTION 143**

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. extreme focus on cost
- B. extreme focus on quality
- C. excessively reactive

D. excessively proactive

**Correct Answer: A**

**QUESTION 144**

Which of the following statements is INCORRECTLY assigned to its book?

- A. contains guidance on transferring the control of services between customers and service providers: SERVICE TRANSITION
- B. ensures that organization are in a position to handle the costs and risks associated with their service portfolios: SERVICE STRATEGY
- C. provides guidance for the development of services and service management processes: SERVICE DESIGN
- D. contains guidance on supporting operations through new models and architectures, such as shares services: CONTINUAL SERVICE IMPROVEMENT

**Correct Answer: D**

**QUESTION 145**

The MAIN objective of Service Level Management is:

- A. To carry out the service operations activities 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 services catalogue
- D. to ensure that an agreed level of IT service is provided for all current IT services

**Correct Answer: D**

**QUESTION 146**

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

- A. Utility and Warranty
- B. Customer and User Satisfaction
- C. Understanding Service Requirements and Warranty
- D. Value on Investment, Return on Investment

**Correct Answer: A**

**QUESTION 147**

To add value to the business, what are the four reasons to monitor and measure?

- A. manage; monitor; diagnose; intervene
- B. Validate; Direct; Justify; Intervene
- C. report; manage; improve; extend
- D. plan; predict; report; justify

**Correct Answer: B**

**QUESTION 148**

How many numbered steps are in the continual service improvement (CSI) process?

- A. 11
- B. 4
- C. 7
- D. 6

**Correct Answer: C**

**QUESTION 149**

Which process is responsible for recording the current details, status, interfaces and dependencies of all the 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 150**

Which of the following is NOT a function?

- A. Technical Management
- B. Incident Management
- C. Service Desk
- D. Application Management

**Correct Answer:** B

**QUESTION 151**

What is the RACI model used for?

- A. recording configuration items
- B. defining roles and responsibilities
- C. performance analysis
- D. monitoring services

**Correct Answer:** B

**QUESTION 152**

Which of the following is NOT a responsibility of the Service design manager?

- A. Design and maintain all necessary service transition packages
- B. take the overall service strategies and ensure they are reflected in the service design process and the service designs that are produced
- C. measuring the effectiveness and efficiency of service design and the supporting processes
- D. 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

**Correct Answer:** A

**QUESTION 153**

Exhibit:

1. allocate roles and responsibilities to work on CSI initiatives
2. measure and review that the CSI plan is executed and its objectives are being achieved
3. Identify the scope, objectives and requirements for CSI
4. Implement CSI enhancement

Order the following continual service improvement (CSI) implementation steps into the CORRECT sequence in alignment with the plan, do check, act (PDCA) model. Please refer to the exhibit.

- A. 2-3-4-1
- B. 1-3-2-4
- C. 3-4-2-1
- D. 3-1-2-4

**Correct Answer:** D

**QUESTION 154**

Which processes review underpinning contracts on a regular basis?

- A. supplier management, demand management and service level management
- B. supplier management and demand management
- C. supplier management and service level management
- D. demand management and service level management

**Correct Answer:** C

**QUESTION 155**

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

- A. to restore service to a user
- B. to manage problems throughout their lifecycle
- C. to prevent problems and their resultant incidents
- D. to minimize the impact of incidents that cannot be prevented

**Correct Answer:** A

**QUESTION 156**

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 to the service provider's established policies and guidelines
- C. a change to that correctly follows the requires change process
- D. a change that is made as the result of an audit

**Correct Answer:** A

**QUESTION 157**

Even Management, Problem Management, Access Management and Request Fulfillment are part of which stage of the Service Lifecycle?

- A. Service Transition
- B. Service Operation
- C. Service strategy
- D. Continual Service Improvement

**Correct Answer:** B

**QUESTION 158**

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. request fulfillment
- B. incident management
- C. demand management
- D. release and deployment management

**Correct Answer:** A

**QUESTION 159**

Which of the following is NOT the responsibility of the service catalogue manager?

- A. ensuring that all the operational services are recorded in the service catalogue
- B. ensuring that the information in the service catalogue is consistent with the information in the service portfolio
- C. ensuring that the information in the service catalogue is accurate
- D. ensuring that the information within the service pipeline is accurate

**Correct Answer:** D

**QUESTION 160**

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

- A. the release packaging and build manager
- B. the service desk owner
- C. the service owner
- D. the request fulfillment process owner

**Correct Answer:** D

**QUESTION 161**

Which of the following is a valid role in the RACI Authority Matrix?

- A. Controlled
- B. Configuration
- C. Consulted
- D. Complex

**Correct Answer:** C

**QUESTION 162**

What does a service always have to deliver to its customers?

- A. infrastructure
- B. applications
- C. resources
- D. value

**Correct Answer:** D

**QUESTION 163**

The two main parts of the service catalogue are:

- A. the business service catalogue and the technical service catalogue
- B. service levels and service costs
- C. the service portfolio and retired services
- D. service attributes and service capabilities

**Correct Answer:** A

**QUESTION 164**

Which of these statements about assets, resources and capabilities is MOST accurate?

- A. capabilities and resources are both ways of using assets

- B. Resources are types of asset and capabilities are ways of using assets
- C. resources and capabilities are both types of asset
- D. capabilities are types of asset and resources are ways of using assets

**Correct Answer:** C

**QUESTION 165**

RACI is an acronym for four roles. Which of the following is NOT one of the RACI roles?

- A. consulted
- B. Reliable
- C. informed
- D. accountable

**Correct Answer:** B

**QUESTION 166**

Which of the following is the CORRECT description of the Seven R's of Change Management?

- A. A set of questions that should be asked to help understand the impact of Changes
- B. A definition of the roles and responsibilities required for Change Management
- C. A set of questions that should be asked when reviewing the success of recent change
- D. A seven step process for releasing Changes into production

**Correct Answer:** A

**QUESTION 167**

IT operations management have been asked by a customer to carry out non-standard activity that will cause them to miss an agreed service level target. How should they respond?

- A. they should escalate this decision to service strategy
- B. accept the request as they must support customer business outcomes
- C. make a decision based on balancing stability and responsiveness
- D. refuse the request because they must operate the service to meet the agreed service levels

**Correct Answer:** C

**QUESTION 168**

Which of the following is the CORRECT definition of release unit?

- A. the portion of a service or IT infrastructure that is normally released together
- B. the team of people responsible for implementing a release
- C. a measurement of cost
- D. a function described within service transition

**Correct Answer:** A

**QUESTION 169**

Which of the following is NOT an example of self-help capabilities?

- A. requirement to always call the service desk for service requests
- B. a direct interface into the back end process-handling software
- C. web front-end
- D. menu-driven range of self help and service requests

**Correct Answer:** A

**QUESTION 170**

Exhibit:

1. Agreeing targets in service level agreements
2. Designing technology to support the service
3. Ensuring required contracts and agreements are in place

Which of the following are responsibilities of a service level manager? Please refer to the exhibit.

- A. 2 and 3 only
- B. all of the alternatives apply
- C. 1 and 3 only
- D. 1 and 2 only

**Correct Answer: C**

**QUESTION 171**

Major Incidents require:

- A. separate procedures
- B. longer timescales
- C. less urgency
- D. less documentation

**Correct Answer: A**

**QUESTION 172**

Exhibit:

1. what is the vision?
2. where are we now?
3. where do we want to be?
4. how do we get thee?
5. did we get there?
6. ?

What would be the next step in the continual service improvement model (CSI) after (please refer to the exhibit).

- A. what is the return on investment?
- B. how much did it cost?
- C. what is the value on investment?
- D. how do we keep the momentum going?

**Correct Answer: D**

**QUESTION 173**

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

**QUESTION 174**

To add value to the business, what are the four reasons to monitor and measure?

- A. plan; predict; report; justify
- B. validate; direct; justify; intervene
- C. report; manage; improve; extend
- D. manage; monitor; diagnose; intervene

**Correct Answer:** B

**QUESTION 175**

Which of the following BEST describes a service request?

- A. anything that the customer wants and is prepared to pay for
- B. any request for change that is low risk and can be approved by the change manager without a CAB meeting
- C. A request from a user for information or advice or for a standard change
- D. any request or demand that is entered by a user via a self-help web-based interface

**Correct Answer:** C

**QUESTION 176**

The MAIN purpose of the service portfolio is to describe services in terms of?

- A. business value
- B. IT assets
- C. service level requirements
- D. functionality

**Correct Answer:** A

**QUESTION 177**

Which role would you MOST expect to be involved in the management of underpinning contracts?

- A. process manager
- B. supplier manager
- C. IT designer / architect
- D. service catalogue manager

**Correct Answer:** B

**QUESTION 178**

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. applications and infrastructure
- B. service pipelines and service catalogue
- C. functions and processes
- D. markets and customers

**Correct Answer:** C

**QUESTION 179**

What is the BEST description of the purpose of service operation?

- 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 deliver and manage IT services at agreed levels to business users and customers
- D. to proactively prevent all outages to IT services

**Correct Answer:** C

**QUESTION 180**

The difference between service metrics and technology metrics is BEST described as?

- A. service metrics measure maturity and cost; technology metrics measure efficiency and effectiveness
- B. service metrics measure the end to end service; technology metrics measure individual components
- C. service metrics measure processes and functions; technology metrics measure server and network availability
- D. service metrics measure each of the service management processes; technology metrics measure the infrastructure

**Correct Answer:** B

**QUESTION 181**

Which functions are included in IT Operations management?

- A. network management and application management
- B. facilities management and technical management
- C. IT operations control and facilities management
- D. technical management and application management

**Correct Answer:** C

**QUESTION 182**

The left-hand side of the service V model represents requirements and specifications. What does the right-hand side of the service V model represent?

- A. Performance and capacity requirements of services and IT infrastructure
- B. The business value that can be expected from a given service
- C. Validation and Testing
- D. roles and responsibilities for an effective service management implementation

**Correct Answer:** C

**QUESTION 183**

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

1. capacity management
2. request management
3. demand management
4. incident management

- A. 2 and 4 only
- B. all of the alternatives apply
- C. 2 only
- D. 2, 3 and 4 only

**Correct Answer:** A

**QUESTION 184**

Which process is responsible for providing the right to use an IT service?

- A. access management

- B. incident management
- C. request Fulfillment
- D. change management

**Correct Answer:** A

**QUESTION 185**

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Evaluation
- B. Service Test Manager
- C. Release Packaging and Build Manager
- D. Early Life Support

**Correct Answer:** D

**QUESTION 186**

Which of the following is NOT a purpose of Service Transition?

- A. to provide quality knowledge of change, release and deployment management
- B. to provide training and certification in project management
- C. to ensure that a service can be managed, operated and supported
- D. to plan and manage the capacity and resources requirements to manage a release

**Correct Answer:** B

**QUESTION 187**

Availability management is responsible for availability of:

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

**Correct Answer:** A

**QUESTION 188**

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

- A. internal departments
- B. customers
- C. the facilities manager
- D. suppliers, manufacturers and vendors

**Correct Answer:** D

**QUESTION 189**

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 the adverse impacts on business operations

- A. all of the alternatives apply
- B. 1 and 2 only
- C. 2 and 3 only

D. 1 and 3 only

**Correct Answer:** C

**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

**QUESTION 191**

Which of the following is step 1 in the 7 step improvement process?

- A. Prepare for action
- B. define what you should measure
- C. where are we now?
- D. Identify gaps in Service Level Agreement (SLA achievement)

**Correct Answer:** B

**QUESTION 192**

One organization provides and manages an entire business or function for another organization. This is known as:

- A. business process outsourcing
- B. business function outsourcing
- C. business process management
- D. knowledge process outsourcing

**Correct Answer:** A

**QUESTION 193**

A service level agreement (SLA) is:

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

**Correct Answer:** D

**QUESTION 194**

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

- A. a request model
- B. the release package
- C. the RACI model
- D. the plan, do, check, act (PDCA) cycle

**Correct Answer:** B

**QUESTION 195**

The ITIL CORE publications are structured around the service lifecycle. Which of the following statements about ITIL complementary guidance is CORRECT?

- A. it consists of five publications
- B. it provides guidance to specific industry sectors and types of organization
- C. it is also structured around the service lifecycle
- D. It provides the guidance necessary for an integrated approach as required by ISO/IEC 20000

**Correct Answer:** B

**QUESTION 196**

One of the five major aspects of service design is the design of the service solutions. Which of the following does this include?

- A. only capabilities needed and agreed
- B. only requirements needed and agreed
- C. only resources and capabilities needed
- D. requirements, resources and capabilities needed and agreed

**Correct Answer:** D

**QUESTION 197**

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

- A. a method of structuring an organization
- B. delivers specific results
- C. responds to specific events
- D. it is measurable

**Correct Answer:** A

**QUESTION 198**

The difference between service metrics and technology metrics is BEST describes as?

- A. service metrics measure each of the service management processes; technology metrics measure the infrastructure
- B. service metrics measure maturity and cost; technology metrics measure efficiency and effectiveness
- C. service metrics measure the end to end service; technology metrics measure individual components
- D. Service metrics measure processes and functions; technology metrics measure server and network availability

**Correct Answer:** C

**QUESTION 199**

Which role is accountable for a specific service within an organization?

- A. the service level manager
- B. the service owner
- C. the service continuity manager
- D. the business relationship owner

**Correct Answer:** B

**QUESTION 200**

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

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