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QUESTION 1

Which of the following should be documented in an incident model?

1.
Details of the service level agreement (SLA) pertaining to the incident
2.
Chronological order of steps to resolve the incident

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

Correct Answer: B

QUESTION 2

Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

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

Correct Answer: D

QUESTION 3

An incident is proving difficult to resolve. A technician informs their manager that more resource is needed to restore the service. What has taken place?

- A. A functional escalation
- B. A service level escalation
- C. An incident resolution
- D. A hierarchic escalation

Correct Answer: D



QUESTION 4

How should automation be implemented?

- A. By replacing human intervention wherever possible
- B. By replacing the existing tools first
- C. By initially concentrating on the most complex tasks
- D. By optimizing as much as possible first

Correct Answer: A

QUESTION 5

What should be done first when applying the 'focus on value' guiding principle?

- A. Identify all suppliers and partners involved in the service
- B. Determine the cost of providing the service
- C. Identify the outcomes that the service facilitates
- D. Determine who the service consumer is in each situation

Correct Answer: D

QUESTION 6

Access management is closely related to which other process?

- A. Capacity management only
- B. 3rd line support
- C. Information security management
- D. Change management

Correct Answer: C

QUESTION 7

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)

Correct Answer: A

QUESTION 8

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

Correct Answer: A

QUESTION 9

Which of the following is commonly found in a contract underpinning an IT service? Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

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

Correct Answer: D

QUESTION 10

Which of the following ensures that a service provider and a service consumer continually co-create value?

- A. Service consumption
- B. Service offerings
- C. Change enablement
- D. Service relationship management

Correct Answer: D

**QUESTION 11**

What is a cause, or potential cause, of one or more incidents?

- A. A configuration item
- B. A workaround
- C. An incident
- D. A problem

Correct Answer: D

QUESTION 12

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

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

Correct Answer: B

Reference: https://www.ucisa.ac.uk/-/media/files/members/activities/itil/servicetransition/service_asset/itil_guide%20to%20sa%20and%20cm%20management%20pdf.ashx?la=en (page 3)

QUESTION 13

Which practice has the purpose of ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Supplier management
- C. Service management
- D. Relationship management

Correct Answer: B

QUESTION 14

Which of the following form part of the five major aspects of service design?

- 1.



Service solutions for new or changed services

2.

Management policies and guidelines

3.

Business and governance requirements

4.

Technology architectures and management architectures

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: D

QUESTION 15

Which value chain activity is concerned with the availability of service components?

A. Design and transition

B. Deliver and support

C. Plan

D. Obtain/build

Correct Answer: D

The Obtain/Build activity is responsible for ensuring that all service components are available when and where needed, and that they meet the agreed specifications.

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