

EX0-117.259q

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Exam A

QUESTION 1

Q1. When an IT service provider adopts and adapts ITIL best practices, which of the following is the greatest benefit?

- A. Work is carried out using a project-oriented approach
- B. There is a central Service Desk
- C. The organization is more customer-oriented
- D. Work is carried out using a process-oriented approach

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 2

Q2. 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. Resources

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 3

Q3. Which of the following is the BEST definition of the term Service Management?

- A. A set of specialised organisational 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 organisation to perform certain activities
- D. Units of organisations with roles to perform certain activities

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 4

Q4. "Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services".

These specialised organisational capabilities include which of the following?

- A. Applications and Infrastructure
- B. Functions and Processes
- C. Service Pipeline and Service Catalogue
- D. Markets and Customers

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 5

Q5. 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. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 6

Q6. Which of the following statements about processes is CORRECT?

- 1. A process is always organized around a set of objectives
- 2. A process should be documented

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 7

Q7. Certain data is needed to describe an ITIL process. This includes the objectives and the output.

What else is required?

- A. activities
- B. authorisations
- C. environment
- D. Configuration Management Database (CMDB)

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 8

Q8. Which of the following models would be most useful in helping to define an organisational structure?

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 9

Q9. What is a RACI model used for?

- A. Performance analysis
- B. Recording Configuration Items
- C. Monitoring services
- D. Defining roles and responsibilities

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 10

Q10. A Process Owner has been identified with an "I" in a RACI matrix. Which of the following

would be expected of them?

- A. Tell others about the progress 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

Section: (none)

Explanation/Reference:

QUESTION 11

Q11. Which of the following is a valid role in the RACI Authority Matrix?

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 12

Q12. Which of the following is NOT defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 13

Q13. Which of the following would NOT be defined as part of every process?

- A. Roles
- B. Activities
- C. Functions
- D. Responsibilities

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 14

Q14. A Process Owner is responsible for which of the following?

1. Documenting the process
2. Defining process Key Performance Indicators (KPIs)
3. Improving the process
4. Performing all activities involved in a process

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

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 15

Q15. Which of the following tasks is assigned to each process manager?

- | | |
|----|--|
| A. | ensuring the smooth running of the process |
| B. | setting up Service Level Agreements with the users |
| C. | channeling data to Problem Management |
| D. | following up on Incidents |

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 16

Q16. Who is responsible for defining metrics for change management?

- | | |
|----|---|
| A. | The change management process owner |
| B. | The change advisory board (CAB) |
| C. | The service owner |
| D. | The continual service improvement manager |

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 17

Q17. Outside of the core publications, which part of ITIL provides guidance in adapting good practice for specific business environments?

- A. The ITIL Complementary Guidance
- B. The Service Support book
- C. Pocket Guides
- D. The Service Strategy book

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 18

Q18. What are the publications that provide guidance specific to industry sectors and organization types known as?

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 19

Q19. In which of the following areas would the ITIL complementary guidance be of assistance?

1. Adapting best practice for specific industry sectors
2. Integrating ITIL with other operating models

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 20

Q20. 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

Section: (none)

Explanation/Reference:

QUESTION 21

Q21. Who is responsible for defining key performance indicators (KPIs) for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 22

Q22. Which of the following are reasons why ITIL is successful?

1. ITIL is vendor neutral
2. It does not prescribe actions
3. ITIL represents best practice

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 23

Q23. Consider the following list:

1. Change Authority
2. Change Manager
3. Change Advisory Board (CAB)

What are these BEST described as?

- A. Job descriptions
- B. Functions
- C. Teams
- D. Roles, people or groups

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 24

Q24. What does a service always deliver to customers?

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 25

Q25. 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

Section: (none)

Explanation/Reference:

QUESTION 26

Q26. Which of the following are the two primary elements that create value for customers?

- A. Value on Investment (VOI), Return on Investment (ROI)
- B. Customer and User satisfaction
- C. Understanding Service Requirements and Warranty
- D. Utility and Warranty

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 27

Q27. Which one of the following are the two primary elements that create value for customers?

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 28

Q28. Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Customer satisfaction
- C. Total cost of ownership
- D. Key performance indicators

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 29

Q29. Which of these statements about Resources and Capabilities is CORRECT?

- A. Resources are types of Service Asset and Capabilities are not
- B. Resources and Capabilities are both types of Service Asset

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 30

Q30. Which one of the following is concerned with policy and direction?

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 31

Q31. Governance is concerned with:

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 32

Q32. What is IT governance concerned with?

- A. Measuring and improving the efficiency and effectiveness of IT processes
- B. Ensuring that IT processes support the organization's strategies and objectives
- C. Reducing the total cost of providing services to the business
- D. Ensuring that targets documented in service level agreements (SLAs) are met

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 33

Q33. Which of the following is concerned with fairness and transparency?

- A. Capacity Management
- B. Governance
- C. Service Design
- D. Service Level Management

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 34

Q34. Which of the following questions does guidance in Service Strategy help answer?

1. What services should we offer and to whom?
2. How do we differentiate ourselves from competing alternatives?
3. How do we truly create value for our customers?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 35

Q35. Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 36

Q36. Which of the following are valid parts of the Service Portfolio?

- 1. Service Pipeline
- 2. Service Knowledge Management System (SKMS)
- 3. Service Catalogue

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 37

Q37. What are customers of IT services who work in the same organization as the service provider known as? Strategic customers

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 38

Q38. What is the Service Pipeline?

- A. All services that are at a conceptual or development stage, or are undergoing testing
- B. All services except those that have been retired

- C. All services that are contained within the Service Level Agreement (SLA)
- D. All complex multi-user services

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 39

Q39. Which of the following types of service should be included in the scope of service portfolio management?

- 1. Those planned to be delivered
- 2. Those being delivered
- 3. 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

Section: (none)

Explanation/Reference:

QUESTION 40

Q40. Which of the following is the BEST description of a Business Case?

- A. A decision support and planning tool that projects the likely consequences of a business action
- B. A portable device designed for the secure storage and transportation of important documents
- C. A complaint by the business about a missed service level
- D. The terms and conditions in an IT outsource contract

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 41

Q41. Which of the following would NOT normally be in a business case?

- A. A description of business impact
- B. A financial analysis

- C. A detailed project plan
- D. An outline of risks and contingencies

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 42

Q42. Which of the following statements is/are correct?

- 1. A business case is a decision support and planning tool
- 2. A business case should contain a financial analysis

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 43

Q43. Understanding customer usage of services and how this varies over time is part of which process?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 44

Q44. Which of the following drives demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 45

Q45. What are the types of activity within Demand Management?

- A. Activity based, Access Management
- B. Activity based, Business activity patterns and user profiles
- C. Analytical based, Business activity patterns and user profiles
- D. Analytical based, Shaping user behaviour

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 46

Q46. Which of the following processes contributes MOST to quantifying the financial value of IT services and assets?

- A. Service Level Management
- B. Financial Management
- C. Demand Management
- D. Risk Management

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 47

Q47. A risk is:

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

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 48

Q48. Which of the following is MOST concerned with the design of new or changed services?

- A. Change Management
- B. Service Transition
- C. Service Strategy
- D. Service Design

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 49

Q49. Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 50

Q50. One of the five major aspects of Service Design is the design of service solutions. Which of the following does this include?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 51

Q51. Within service design, what is the key output handed over to service transition?

- A. Measurement, methods and metrics
- B. Service design package
- C. Service portfolio design
- D. Process definitions

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 52

Q52. 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 new or changed services
- C. The design of Market Spaces
- D. The design of the technology architecture and management systems

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 53

Q53. Which of the following activities would be performed by a process practitioner?

1. Performance of one or more process activities
2. Creating records to show activities have been carried out correctly
3. Defining process strategy

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 54

Q54. In which document will the customers' initial service targets be documented before the service level agreement(SLA) is produced?

- A. Operational level agreement(OLA)

- B. Service level requirements(SLR)
- C. Service catalogue
- D. Configuration management database(CMDB)

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 55

Q55. At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 56

Q56. Availability management is directly responsible for the availability of which of the following?

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 57

Q57. Which statement should NOT be part of the value proposition for Service Design?

- A. Reduced Total Cost of Ownership
- B. Improved quality of service
- C. Improved Service alignment with business goals
- D. Better balance of technical skills to support live services

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 58

Q58. Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

- A. People, Process, Partners, Suppliers
- B. People, Process, Products, Technology
- C. People, Process, Products, Partners
- D. People, Products, Technology, Partners

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 59

Q59. 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

Section: (none)

Explanation/Reference:

QUESTION 60

Q60. What are the three Service Provider business models?

- A. Internal Service provider, Outsourced 3rd party and Off-shore party
- 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, External Service provider, Shared Service unit

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 61

Q61. In which core publication can you find detailed descriptions of Service Catalogue Management, Information Security Management and Supplier Management?

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 62

Q62. Which of the following is the Goal 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

Section: (none)

Explanation/Reference:

QUESTION 63

Q63. Which of these recommendations is best practice for service level management?

1. Include legal terminology in service level agreements (SLAs)
2. It is NOT necessary to be able to measure all the targets in an SLA

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 64

Q64. Which of the following are objectives of Service Level Management?

- 1: Defining, documenting and agreeing the level of IT Services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the Service Provider could operate in

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 65

Q65. Which of the following is NOT the responsibility of the Service Catalogue Manager?

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 66

Q66. Where can you find an overview of all IT services?

- A. Operational Level Agreement (OLA)
- B. Service Catalog
- C. Service Level Agreement (SLA)
- D. ServiceWindow

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 67

Q67. Which of the following roles are interested in the accuracy of the data stored about a service in the service catalogue?

1. Service Owner
 2. Service Catalogue Manager
-
- A. 1 only
 - B. 2 only
 - C. Neither of the above
 - D. Both of the above

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 68

Q68. Which one of the following is NOT the responsibility of service catalogue management?

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 69

Q69. Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 70

Q70. Which of the following are activities that would be carried out by Supplier Management?

1. Management and review of Organisational Level Agreements (OLAs)
2. Evaluation and selection of suppliers
3. Ongoing management of suppliers

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 71

Q71. What are underpinning contracts used to document?

- A. The provision of IT services or business services by a Service Provider
- B. The provision of goods and services by Suppliers
- C. Service Levels that have been agreed between the Service Provider and their Customer
- D. Metrics and Critical Success Factors (CSFs) in an external agreement

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 72

Q72. Which processes review underpinning contracts on a regular basis?

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 73

Q73. What is a Service Level Agreement (SLA)?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 74

Q74. Which of the following are responsibilities of a Service Level Manager?

- 1. Agreeing targets in Service Level Agreements (SLAs)
- 2. Designing technology architecture to support the service
- 3. Ensuring required contrasts and agreements are in place

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 75

Q75. Availability Management is directly responsible for the availability of which of the following?

- A. IT Services and Components
- B. IT Services and Business Processes
- C. Components and Business Processes
- D. IT Services, Components and Business Processes

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 76

Q76. Reliability is a measure of:

- A. The availability of a service or component
- B. The level of risk that could impact a service or process
- C. How long a service or component can perform its function without failing
- D. A measure of how quickly a service or component can be restored to normal working

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 77

Q77. Which process contains the Business, Service and Component sub-processes?

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 78

Q78. Which Service Design process makes the most use of data supplied by Demand Management?

- A. Service Catalogue Management
- B. Service Level Management
- C. IT Service Continuity Management
- D. Capacity Management

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 79

Q79. Which of the following is a sub-process of Capacity Management?

- A. Component Capacity Management
- B. Process Capacity Management
- C. Technology Capacity Management
- D. Capability Capacity Management

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 80

Q80. 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

Section: (none)

Explanation/Reference:

QUESTION 81

Q81. Which of the following areas would technology help to support during the Service Lifecycle?

1. Data mining and workflow
2. Measurement and reporting
3. Release and deployment
4. Process Design

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 82

Q82. Which process is responsible for monitoring agreements with network suppliers?

- A. Capacity Management
- B. IT Service Continuity Management
- C. Problem Management
- D. Service Level Management

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 83

Q83. Which process includes developing a recovery plan?

- A. IT Service Continuity Management
- B. Problem Management
- C. Capacity Management
- D. Availability Management

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 84

Q84. Which of the following is commonly found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 85

Q85. Which of the following documents would help provide insight into the load of the IT systems and the development of the organization in the medium and long term?

- A. Availability Plan
- B. Capacity Plan

- C. Service Level Agreement
- D. Back-out Plan

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 86

Q86. What does the term "Serviceability" refer to?

- A. contracts between external suppliers and the customer
- B. contracts between external suppliers of services and the IT department
- C. contracts between internal IT departments
- D. contracts between IT management and the customer

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 87

Q87. Managing risk is an essential part of which processes?

- A. Problem Management and Capacity Management
- B. Availability Management and Service Level Management
- C. IT Service Continuity Management and Financial Management for IT Services
- D. IT Service Continuity Management and Availability Management

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 88

Q88. What type of agreement is made with internal IT departments assuring support of service components?

- A. Service Level Agreement (SLA)
- B. Service Quality Plan (SQP)
- C. Operational Level Agreement (OLA)
- D. Underpinning Contract (UC)

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 89

Q89. Which of the following is Availability Management responsible for?

- A. ensuring the reliability of components will carry out a required function under certain conditions over a certain period
- B. managing the negotiations with the customer with regard to availability
- C. Demand Management
- D. delivering information on Service Levels to clients to determine the availability percentage

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 90

Q90. After a change, who is responsible for ensuring that security measures maintain the security level?

- A. the Board of Management
- B. the Change Manager
- C. the Release Manager
- D. the Security Manager

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 91

Q91. The 'multi-level SLA' is a three-layer structure. Which 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
Section: (none)

Explanation/Reference:

QUESTION 92

Q92. Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual Service Improvement
- B. Business Relationship Management
- C. Service Level Management
- D. Availability Management

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 93

Q93. Which process is specifically responsible for preventing unauthorized access to data systems?

- A. Capacity Management
- B. IT Service Continuity Management
- C. Security Management
- D. Service Level Management

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 94

Q94. Which of the following is NOT a responsibility of the Service Design Manager?

- A. Design 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 organisation
- 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

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 95

Q95. 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
Section: (none)

Explanation/Reference:

QUESTION 96

Q96. Which one of the following is an objective of Service Catalogue Management?

- A. Negotiating and agreeing Service Level Agreement
- B. Negotiating and agreeing Operational Level Agreements
- C. Ensuring that the information within the Service Catalogue is adequately protected and backed-up.
- D. Only ensure that adequate technical resources are available.

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 97

Q97. Which of the following does the Availability Management process include?

1. Ensuring services are able to meet availability targets
 2. Monitoring and reporting actual availability
 3. Improvement activities, to ensure that services continue to meet or exceed their availability goals
- A. 2 and 3 only
 - B. All of the above

- C. 1 and 2 only
- D. 1 and 3 only

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 98

Q98. 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

Section: (none)

Explanation/Reference:

QUESTION 99

Q99. Which of the following areas would technology help to support during the Service Operation phase of the Lifecycle?

1. Identifying configuration of user desktop PCs when Incidents are logged
2. Control of user desk-top PCs
3. Create and use diagnostic scripts
4. Dashboard type technology

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 100

Q100. Which of the following would BEST be used to record all third party contract details together with details of the type of services each contractor provides?

- A. An underpinning contract

- B. A Configuration Management Database (CMDB)
- C. A Supplier and Contracts Database (SCD)
- D. An asset register

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 101

Q101. What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the Service Provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 102

Q102. Service Design emphasizes the importance of the "Four Ps". These "Four P's" 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

Section: (none)

Explanation/Reference:

QUESTION 103

Q103. 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
Section: (none)

Explanation/Reference:

QUESTION 104

Q104. Which of the following are goals of Service Operation?

1. To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business
2. The successful release of services into the live environment

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

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 105

Q105. 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
Section: (none)

Explanation/Reference:

QUESTION 106

Q106. Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

1. Risk assessment
2. Testing of resilience mechanisms

- A. None of the above

- B. Both of the above
- C. 1 only
- D. 2 only

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 107

Q107. IT Service Continuity strategy should be based on:

- 1. Design of the service metrics
- 2. Business continuity strategy
- 3. Business Impact Analysis
- 4. Risk assessment

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 108

Q108. Which is the BEST description of a Service Catalogue?

- A. A document used by Service Operations to identify activities that must be performed
- B. A list of all Service Level Agreements (SLAs)
- C. A list of all business requirements that have not yet become services
- D. The part of the Service Portfolio that is visible to customers

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 109

Q109. 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

Section: (none)

Explanation/Reference:

QUESTION 110

Q110. Which of the following should IT service continuity strategy be based on?

- 1. Design of the service metrics
- 2. Business continuity strategy
- 3. Business impact analysis (BIA)
- 4. Risk assessment

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 111

Q111. Service Design emphasizes the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

- A. People, Products, Partners, Profit
- B. People, Process, Products, Partners
- C. Potential, Preparation, Performance, Profit
- D. People, Potential, Products, Performance

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 112

Q112. 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

Section: (none)

Explanation/Reference:

QUESTION 113

Q113. Which of the following are objectives of Service Level Management?

- 1: Defining, documenting and agreeing the level of IT Services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the Service Provider could operate in

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 114

Q114. Which areas of Service Management can benefit from automation?

1. Design and Modelling
2. Reporting
3. Pattern Recognition and Analysis
4. Detection and Monitoring

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 115

Q115. Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a Release

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 116

Q116. Which of the following are included within Release and Deployment Models?

1. Roles and responsibilities
2. Template release and deployment schedules
3. Supporting systems, tools and procedures
4. Handover activities and responsibilities

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 117

Q117. Which of these should a change model include?

1. The steps that should be taken to handle the change
2. Responsibilities; who should do what, including escalation
3. Timescales and thresholds for completion of the actions
4. Complaints procedures

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 118

Q118. Which of the following activities are helped by recording relationships between Configuration Items (Cis)?

1. Assessing the impact and cause of Incidents and Problems
2. Assessing the impact of proposed Changes
3. Planning and designing a Change to an existing service
4. Planning a technology refresh or software upgrade

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 119

Q119. Which of the following are within the scope of service asset and configuration management?

1. Identification of configuration items (CIs)
2. Recording relationships between CIs
3. Recording and control of virtual CIs
4. Approving finance for the purchase of software to support service asset and configuration management

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 120

Q120. 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

Section: (none)

Explanation/Reference:

QUESTION 121

Q121. What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 122

Q122. Which of the following would NOT trigger Service Level Management activity?

- A. Changes in strategy or policy
- B. Standard Changes
- C. Service review meetings
- D. Service breaches

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 123

Q123. 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 Service Change
- B. A Change Model
- C. A Pre-approved Change
- D. A Change Advisory Board

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 124

Q124. What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration Baseline
- B. Project Baseline
- C. Change Baseline
- D. Asset Baseline

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 125

Q125. Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 126

Q126. 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 authorised 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
Section: (none)

Explanation/Reference:

QUESTION 127

Q127. Which of the following are benefits that implementing Service Transition could provide to the business?

1. Ability to adapt quickly to new requirements
2. Reduced cost to design new services
3. Improved success in implementing changes

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 128

Q128. 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

Section: (none)

Explanation/Reference:

QUESTION 129

Q129. Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

- A. The Asset Register
- B. The Service Knowledge Management System
- C. The Known Error Database
- D. The Information Management System

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 130

Q130. 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 seven step process for releasing Changes into production
- C. A set of questions that should be asked when reviewing the success of a recent Change
- D. A definition of the roles and responsibilities required for Change Management

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 131

Q131. Which of the following are Configuration Items (CIs)?

- 1. An IT service
- 2. A server
- 3. A word processing software package
- 4. CPU performance data

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 132

Q132. Which of the following sentences BEST describes a Standard Change?

- A. A Change to the service provider's established policies and guide lines
- B. A Change that correctly follows the required Change process
- C. A pre-authorised Change that has an accepted and established procedure

- D. A Change that is made as the result of an audit

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 133

Q133. Which process is responsible for ensuring that appropriate testing of a service or application takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 134

Q134. 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

Section: (none)

Explanation/Reference:

QUESTION 135

Q135. Which of the following is NOT an aim of the Change Management process?

- A. Overall business risk is optimised
- B. Standardised methods and procedures are used for efficient and prompt handling of all Changes
- C. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)

D. All budgets and expenditures are accounted for

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 136

Q136. 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

Section: (none)

Explanation/Reference:

QUESTION 137

Q137. Which of the following availability management activities are considered to be proactive as opposed to reactive?

- 1. Monitoring system availability
- 2. Designing availability into a proposed solution

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 138

Q138. Which process or function ensures that change proposals are submitted with the aim of removing errors within the IT infrastructure?

- A. Change Management
- B. Configuration Management
- C. Problem Management

D. Service Desk

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 139

Q139. 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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 140

Q140. Which of the following provides resources to resolve operational and support issues during Release and Deployment?

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 141

Q141. Which process is responsible for recording relationships between service components?

- A. Service Level Management
- B. Service Portfolio Management

- C. Service Asset and Configuration Management
- D. Incident Management

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 142

Q142. 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
Section: (none)

Explanation/Reference:

QUESTION 143

Q143. Which process is responsible for controlling, recording and reporting on the relationships relating to components of the IT infrastructure?

- A. Service level management
- B. Change management
- C. Incident management
- D. Service asset and configuration management

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 144

Q144. Which item is required in the Post Implementation Review (PIR) of a Change?

- A. whether the Change has achieved the intended goal
- B. whether the CI registration in the Configuration Management Database (CMDB) is up-to-date
- C. whether the Management of the IT department is satisfied with the implementation of the Change
- D. to which Configuration Items (CIs) the Change relates

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 145

Q145. In order to resolve a service failure, a change must be made to a software package. Which process must grant approval for implementing this change?

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

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 146

Q146. Which of the following options is a hierarchy that is used in knowledge management?

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

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 147

Q147. Which information does Financial Management for IT Services extract from the Configuration Management Database (CMDB)?

- A. which equipment is being used by whom
- B. where the equipment has been setup
- C. which software version is being used
- D. which equipment is causing incidents

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 148

Q148. Which of these would fall outside the scope of a typical service change management process?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 149

Q149. What does a package release consist of?

- A. a single Change made up of several separate Changes
- B. a single Change that consists of both hardware and software
- C. several Changes that are merged due to their size
- D. several Changes that are merged due to their minor impact

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 150

Q150. What information must always be included in a Request for Change (RFC)?

- A. a description and identification of the Configuration Items (CIs) involved
- B. date and time of the notification of disruption
- C. number of Configuration Items (CIs) involved
- D. type of problem involved

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 151

Q151. Which process is responsible for providing information about the IT infrastructure to all other processes?

- A. Capacity Management
- B. Change Management
- C. Service Asset and Configuration Management
- D. Problem Management

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 152

Q152. Which statement about the emergency change advisory board (ECAB) is CORRECT?

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

Section: (none)

Explanation/Reference:

QUESTION 153

Q153. Which of the following is a task of Service Asset and Configuration Management?

- A. monitoring the infrastructure capacity
- B. monitoring the software modules (Software CIs)
- C. monitoring the relationships between Configuration Items (CIs)
- D. monitoring the status of changes

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 154

Q154. Which process provides components of the IT infrastructure with a unique and systematic

name (designation)?

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 155

Q155. Which Change Management activity indicates the priority and category of an accepted Request for Change (RFC)?

- A. classification
- B. coordination
- C. registration
- D. scheduling

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 156

Q156. Which process is responsible for coordinating the relocation of a number of workstations?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. IT Infrastructure Management

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 157

Q157. Which of the following groups should have access to the change schedule?

- 1: Service Desk
- 2: Business Management
- 3: All IT Staff
- 4: IT Management

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 158

Q158. Which process or function is responsible for the Definitive Media Library and Definitive Spares?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 159

Q159. Which of the following statements about Service Asset and Configuration Management is/are CORRECT?

1. A Configuration Item (CI) can exist as part of any number of other CIs at the same time
2. Choosing which CIs to record will depend on the level of control an organisation wishes to exert

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 160

Q160. Who is responsible for accepting a Request for Change (RFC)?

- A. the Change Advisory Board

- B. the Change Manager
- C. the recipient of the RFC
- D. the person who submitted the RFC

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 161

Q161. 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

Section: (none)

Explanation/Reference:

QUESTION 162

Q162. Which of the following CANNOT be provided by a tool?

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 163

Q163. The goal of which process is: "To improve the quality of management decision making by ensuring that reliable and secure information and data is available throughout the lifecycle"?

- A. Knowledge Management
- B. Availability Management
- C. Service Asset and Configuration Management
- D. Change Management

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 164

Q164. Which one of the following is the BEST description of a relationship in service asset and configuration management?

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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 165

Q165. Which of the following is NOT an aim of the Change Management process?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 166

Q166. Which one of the following is an objective of release and deployment management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To ensure that the overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 167

Q167. Service Transition contains detailed descriptions of which processes?

- A. Change Management, Service Asset and Configuration Management, Release and Deployment Management
- B. Change Management, Capacity Management, Event Management, Service Request Management
- C. Service Level Management, Service Portfolio Management, Service Asset and Configuration Management
- D. Service Asset and Configuration Management, Release and Deployment Management, Request Fulfilment

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 168

168. Which of the following statements is CORRECT?

- A. The Configuration Management System is part of the Known Error Database
- B. The Service Knowledge Management System is part of the Configuration Management System
- C. The Configuration Management System is part of the Service Knowledge Management System
- D. The Configuration Management System is part of the Configuration Management Database

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 169

Q169. "Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

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

D. Continual Service Improvement

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 170

Q170. The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved
- B. Immediately after the change has failed and needs to be backed out
- C. After implementation but before the post implementation review
- D. After the post implementation review has identified a problem with the change

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 171

Q171. Where should the definitive authorized versions of all media Configuration Items(CIs) be stored and protected?

- A. Definitive Media Library
- B. Definitive Software Store
- C. Service Knowledge Management System
- D. Software Secure Library

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 172

Q172. Which of the following processes provides Problem Management with reports about the IT infrastructure?

- A. Financial Management for IT Services
- B. Change Management
- C. Service Asset and Configuration Management
- D. Incident Management

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 173

Q173. 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
Section: (none)

Explanation/Reference:

QUESTION 174

Q174. Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Operation
- B. Capacity Management
- C. Service Design
- D. Availability Management

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 175

Q175. 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 proactively prevent all outages to IT Services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT Services at agreed levels to business users and customers

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 176

Q176. Which of the following should be available to the Service Desk?

1. Known Error Data
 2. Change Schedules
 3. Service Knowledge Management System
 4. Diagnostic scripts and tools
-
- | | |
|----|------------------|
| A. | 1, 2 and 3 only |
| B. | 1,2 and 4 only |
| C. | 2,3 and 4 only |
| D. | All of the above |

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 177

Q177. Identify the input to the Problem Management process.

- | | |
|----|--------------------|
| A. | Request for Change |
| B. | Problem Resolution |
| C. | Incident Records |
| D. | New Known Errors |

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 178

Q178. 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. | 1 only |
| C. | Neither of the above |
| D. | Both of the above |

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 179

Q179. 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

Section: (none)

Explanation/Reference:

QUESTION 180

Q180. 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

Section: (none)

Explanation/Reference:

QUESTION 181

Q181. What is the objective of Access Management?

- A. To provide security staff for Data Centers and other buildings
- B. To manage access to computer rooms and other secure locations
- C. To manage access to the Service Desk
- D. To manage the right to use a service or group of services

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 182

Q182. Which of the following functions would be responsible for management of a data centre?

- A. Technical Management
- B. Service Desk
- C. Applications Management
- D. Facilities Management

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 183

Q183. In terms of adding value to the business, which one of the following describes service operation's contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modelled
- D. Service value is visible to customers

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 184

Q184. Which of the following is event management NOT used for?

- A. Intrusion detection in the data centre
- B. Recording and monitoring environmental conditions in the data centre
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 185

Q185. What are Request Models used for?

- A. Assessing changes to understand their potential impact
- B. Modelling arrival rates and performance characteristics of service requests
- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Defining how common types of service requests should be processed

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 186

Q186. 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

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 187

Q187. When can a known error record be raised?

1. At any time when it would be useful to do so
2. After a workaround has been found

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 188

Q188. Which of the following is the BEST definition of an event?

- A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
- 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

Section: (none)

Explanation/Reference:

QUESTION 189

Q189. Which of the following are managed by facilities management?

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

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 190

Q190. Which of the following activities is performed by access management?

- A. Providing physical security for staff at data centres 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

Section: (none)

Explanation/Reference:

QUESTION 191

191. Which of the following statements is CORRECT? An Event could be caused by:

1. An exception to normal operation, such as a device exceeding a threshold or an unauthorized Configuration Item (CI) being detected on the network
2. Normal operation, such as a user logging into an application or an email reaching its intended recipient

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 192

192. Which of the following might be used to define how a future Problem or Incident could be managed?

1. Incident Model
2. Known Error Record

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 193

Q193. Which of the following is NOT a valid objective of Request Fulfilment?

- 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 provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 194

Q194. Which of the following should be done when closing an Incident?

1. Check the Incident categorization and correct it if necessary
2. Decide whether a Problem needs to be logged

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

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 195

Q195. Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand Management
- B. Incident Management
- C. Release and Deployment Management
- D. Request Fulfilment

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 196

Q196. Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

- A. Categorization
- B. Diagnosis
- C. Prioritization
- D. Closure

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 197

Q197. Which of the following statements are CORRECT?

1. An Event could be caused by an exception to normal operation, such as a device exceeding a threshold.
 2. An Event could be caused by normal operation, such as a user logging into an application.
-
- A. 2 only
 - B. 1 only
 - C. Both of the above
 - D. Neither of the above

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 198

Q198. What are the processes within service operation?

- 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

Section: (none)

Explanation/Reference:

QUESTION 199

Q199. Major Incidents require:

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

D. Less documentation

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 200

Q200. Which process focuses specifically on tracing or finding the cause of recurring errors and documenting them?

- A. IT Service Continuity Management
- B. Known Error Management
- C. Problem Management
- D. Service Level Management

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 201

Q201. Which of the following can include steps that will help to resolve an Incident?

- 1. Incident Model
- 2. Known Error Record

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 202

Q202. What data is recorded when an incident is reported to the Service Desk?

- A. the name of the person reporting the Incident
- B. the name of the person handling the Problem
- C. the name of the person who approves the Request for Change (RFC)
- D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 203

Q203. What is produced when Problem Management identifies the cause of a Problem and a workaround?

- A. a Request for Change
- B. a resolved Problem
- C. a Known Error
- D. one or more resolved incidents

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 204

Q204. Which of the following BEST describes a problem?

- A. An issue reported by a user
- B. The cause of two or more incidents
- C. A serious incident which has a critical impact to the business
- D. The cause of one or more incidents

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 205

Q205. 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

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 206

Q206. Which applications does the Service Desk support?

- A. all applications installed on an end-user's system
- B. applications approved and installed by Problem Management
- C. applications tested and updated by the Service Desk
- D. applications officially installed under the authority of Change Management

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 207

Q207. Which of the following is regarded as an incident?

- A. a complaint about the service of the Service Desk
- B. a standard request for change
- C. a report of a breakdown
- D. a question about how an application works

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 208

Q208. Which function is responsible for the closure of an Incident record?

- A. Event Management
- B. The Service Desk only
- C. Either the Service Desk or an appropriate third party engineer
- D. Any appropriate function

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 209

Q209. Which process provides a user insight into the status of a failure?

- A. Availability Management
- B. Incident Management
- C. Problem Management
- D. Service Level Management

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 210

Q210. What are the two major processes in Problem Management?

- A. Technical and Service
- B. Resource and Proactive
- C. Reactive and Technical
- D. Proactive and Reactive

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 211

Q211. Which term is also used for routing or passing on incidents to another solution group?

- A. classification
- B. escalation
- C. registration
- D. prioritization

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 212

Q212. A user calls the Service Desk complaining that it is often impossible to print documents from a certain application, while this is not the case with other applications.

Which process is responsible for identifying the cause?

- A. Availability Management
- B. Change Management
- C. Incident Management

D. Problem Management

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 213

Q213. How does Problem Management differ from Incident Management?

- A. Incident Management focuses on registration and Problem Management does not
- B. Problem Management focuses on restoration of service and Incident Management focuses on finding the cause
- C. Incident Management focuses on restoration of service and Problem Management focuses on finding the cause
- D. Problem Management generates reports and Incident Management does not

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 214

Q214. Which of the following tasks is a task of the Service Desk?

- A. initiating escalation procedures
- B. recognizing customer requirements and subsequently adjusting the Service Level Agreements (SLAs)
- C. solving incidents by looking for their underlying causes
- D. officially approving Requests for Change (RFCs)

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 215

Q215. Which aspect is important when registering security incidents?

- A. the person who reported the incident
- B. the applicable disciplinary measures
- C. qualified Service Desk employees
- D. recognizing the event as a security incident

Answer: A
Section: (none)

Explanation/Reference:

QUESTION 216

Q216. What is another name for a deviation from the standard operation of a service?

- A. Functional Request
- B. Incident
- C. Problem
- D. Service Request

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 217

Q217. Which of the following processes are performed by the Service Desk?

- 1. Capacity Management
- 2. Request Fulfilment
- 3. Demand Management
- 4. Incident Management

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

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 218

Q218. Which of the following is Proactive Problem Management?

- A. analyzing incidents that have been reported and solving the underlying cause
- B. analyzing trends and identifying potential incidents
- C. providing second-line support
- D. drawing up a Capacity Plan

Answer: B
Section: (none)

Explanation/Reference:

QUESTION 219

Q219. Who is responsible for tracking and monitoring an incident resulting from an implemented change?

- A. Change Manager
- B. Problem Management staff
- C. Service Desk staff
- D. Service Level Manager

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 220

Q220. Which of the following is NOT a type of Event covered by Event Management?

- A. Events that signify unusual, but not exceptional, operation
- B. Events that signify normal operations
- C. Events that signify an exception
- D. Events used internally within an application to control flow

Answer: D
Section: (none)

Explanation/Reference:

QUESTION 221

Q221. Which one of the following would NOT involve event management?

- A. Intrusion detection
- B. Recording and monitoring environmental conditions in the data centre
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

Answer: C
Section: (none)

Explanation/Reference:

QUESTION 222

Q222. Which Functions are included in IT Operations Management?

- A. Network Management and Application Management
- B. Technical Management and Application Management
- C. IT Operations Control and Facilities Management
- D. Facilities Management and Technical Management

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 223

Q223. 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

Section: (none)

Explanation/Reference:

QUESTION 224

Q224. Which of the following BEST describes technical management?

- A. A function responsible for facilities management and building control systems
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsible for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT infrastructure

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 225

Q225. Which of the following activities is performed by application management?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 226

Q226. Which of the following is the BEST description of a centralized service desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 227

Q227. Which of the following functions would be responsible for management of a data centre?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 228

Q228. 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. All of the above
- B. 1, 2 and 3 only
- C. 1, 2 and 4 only
- D. 2, 3 and 4 only

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 229

Q229. Which of the following is NOT a FUNCTION?

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 230

Q230. Which of the following would a major problem review examine?

1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 231

Q231. 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 handling service requests
- C. A dedicated number of staff answering questions from users
- D. A dedicated number of staff handling Incidents and service requests

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 232

Q232. Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and Financial Management
- B. Change and Release Management
- C. Incident and Event Management
- D. Knowledge and Service Level Management

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 233

Q233. In which of the following should details of a workaround be documented?

- A. The Service Level Agreement (SLA)
- B. The problem record
- C. The Availability Management Information System
- D. The IT service continuity plan

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 234

Q234. 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

Section: (none)

Explanation/Reference:

QUESTION 235

Q235. Which types of communication would the functions within Service Operation use?

- 1. Communication between Data Centre shifts
- 2. Communication related to changes
- 3. Performance reporting
- 4. Routine operational communication

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 236

Q236. With which process is Problem Management likely to share categorization and impact coding systems?

- A. Incident Management
- B. Service Asset and Configuration Management
- C. Capacity Management
- D. IT Service Continuity

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 237

Q237. Which of the following should be done when closing an incident?

- 1. Check the incident categorization and correct it if necessary

2. 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

Section: (none)

Explanation/Reference:

QUESTION 238

Q238. What is the BEST description of a Major Incident?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 239

Q239. Which of the following is NOT a Service Desk type recognized in the Service Operation volume of ITIL?

- A. Local
- B. Centralised
- C. Outsourced
- D. Virtual

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 240

Q240. Which of the following service desk organizational structures are described in service operation?

- 1. Local service desk
- 2. Virtual service desk

- 3. IT help desk
- 4. Follow the sun

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 241

Q241. Which of the following statements about communication within Service Operation are CORRECT?

- 1. All communication must have an intended purpose or resultant action
- 2. Communication should not take place without a clear audience

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 242

Q242. 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. 1 and 2 only
- B. 2 and 4 only
- C. All of the above
- D. 1, 2 and 4 only

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 243

Q243. What type of improvement should be achieved by using the Deming Cycle?

- A. Rapid, one-off improvement
- B. Return on investment within 12 months
- C. Quick wins
- D. Steady, ongoing improvement

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 244

Q244. Which of the following should be considered when designing measurement systems, methods and metrics?

- 1. The services
 - 2. The architectures
 - 3. The configuration items
 - 4. 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: B

Section: (none)

Explanation/Reference:

QUESTION 245

Q245. Which of the following activities is NOT a part of the Deming Cycle?

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

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 246

Q246. Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 247

Q247. Which activities are carried out in the "Where do we want to be?" step of the Continual Service Improvement (CSI) Model?

- A. Implementing service and process improvements
- B. Aligning the business and IT strategies
- C. Creating a baseline
- D. Defining measurable targets

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 248

Q248. Which of the following is the correct set of steps for the continual service improvement model/approach?

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- B. Where do we want to be?; How do we get there?; How do we check we have arrived?; How do we keep the momentum going?
- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 249

Q249. Order the following Continual Service Improvement (CSI) implementation steps into the correct sequence in alignment with the Plan, Do, Check, Act (PDCA) model.

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

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 250

Q250. Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- | | |
|----|-----------|
| A. | Do |
| B. | Perform |
| C. | Implement |
| D. | Measure |

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 251

Q251. To add value to the business, what are the four reasons to monitor and measure?

- | | |
|----|--------------------------------------|
| A. | Validate; Direct; Justify; Intervene |
| B. | Report; Manage; Improve; Extend |
| C. | Manage; Monitor; Diagnose; Intervene |
| D. | Predict; Report; Justify |

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 252

Q252. What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. Did we get there?
6. ?

- 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

Section: (none)

Explanation/Reference:

QUESTION 253

Q253. 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

Section: (none)

Explanation/Reference:

QUESTION 254

Q254. Which of the following do Service Metrics measure?

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

Answer: C

Section: (none)

Explanation/Reference:

QUESTION 255

Q255. Which of the following is a good metric for measuring the effectiveness of Service Level Management?

- A. Customer satisfaction score
- B. Average number of daily Incidents managed by each service agent
- C. Number of services in the Service Portfolio
- D. Number of services deployed within agreed times

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 256

Q256. What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

- A. Return On Investment (ROI), Value On Investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities
- D. Technology, process and service

Answer: D

Section: (none)

Explanation/Reference:

QUESTION 257

Q257. Which stage of the Continual Service Improvement (CSI) model is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

Answer: B

Section: (none)

Explanation/Reference:

QUESTION 258

Q258. Which of the following do Technology metrics measure?

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

Answer: A

Section: (none)

Explanation/Reference:

QUESTION 259

Q259. 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

Section: (none)

Explanation/Reference: