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

   a) Maintainability
   b) Serviceability
   c) Reliability
   d) Availability

D

Which of these should a change model include?

1. The steps taken to handle the change
2. Who is responsible for actions, including escalation
3. Timescales and thresholds for completion of the actions
4. Procedures for handling complaints resulting from the actions
   a) 1, 2 and 3
   b) 1, 2 and 4
   c) 1, 3 and 4
   d) 2, 3 and 4

A

Which is NOT an objective of the change management process?

a) To ensure that all changes to configuration items are recorded in the configuration management system
b) To ensure that changes are recorded and evaluated
c) To respond to the business and IT requests for change that will align the services with the business needs
d) To deliver and manage IT services at agreed levels to business users

D

•Which is an example of an internal customer?

1.A customer who has a contract with an internet service provider for a broadband connection

2.The HR department whose payroll service is provided by their organization's IT department

3.An IT department that uses a network service obtained from a supplier

4.A retail bank that outsources its infrastructure to a third-party supplier

B

•Which process has the objective to identify changes in the customer environment that could impact the type, level or utilization of services provided?

a) Business relationship management
b) Service level management
c) Availability management
d) Change management

A

•Which process analyzes services that are no longer viable and determines
when they should be retired?

a) Change management
b) Service portfolio management
c) Service level management
d) Business relationship management

B

What MAIN factors are considered to assess the priority of an incident?

  a) The urgency and impact
  b) The impact and complexity
  c) The cost and urgency
  d) The complexity and cost

A

What is a characteristic of a process?

    a) It requires a specific tool
    b) It is performance driven and measurable
    c) It provides generic technical skills and resources
    d) It does not react to a specific trigger

B

What can be used to help determine the impact level of a problem?

    a) Definitive media library (DML)
    b) Configuration management system (CMS)
    c) Statement of requirements (SOR)
    d) Standard operating procedures (SOP)

B

Which statement BEST describes a service request?

a) A request from a customer for a new service
b) A generic description for the many types of request for change (RFC) that are received by the IT organization
c) A high priority RFC from a senior manager
d) A generic description for the many different types of demands that are placed upon the IT organization by the users

D

Which is a supplier category?

a) Technical
b) Commodity
c) Customer
d) Resource

B

Which is an example of how service automation assists service management?

1. Customers can employ more sales staff during peak business periods
2. The capacity of services can be adjusted to respond to variations in demand
3. Requests for new services can be authorized by anyone in service management
4. The capacity of the service desk can be reduced to prevent users contacting it at busy times

B

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

D

Which is the CORRECT list of metrics to support CSI activities?

a) Technology, customer and business
b) Business, service and technology
c) Customer, business and process
d) Process, technology and service

D

Which is the BEST definition of an internal service?

a) It is a supporting service delivered between functions of the IT service provider
b) It is any customer-facing service delivered by an outsourced provider
c) It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes
d) It is a service delivered between departments or business units in the same organization

Which role is accountable for the operational management of a process?

    a) Process practitioner
    b) Process manager
    c) Service manager
    d) Change manager

B

Which statement BEST describes the value of the service transition stage to the business?

a) It supports the creation of a catalogue of services
b) It leads to gradual and continual improvement in service quality
c) It ensures the production of more successful service designs
d) It results in higher volumes of successful change

D

Which statement about Service Asset and Configuration Management (SACM) is FALSE?

a) The scope of SACM includes management of the complete lifecycle of every configuration item (CI)
b) Configuration baselines and versions are produced by SACM
c) SACM maintains an accurate and complete configuration management system (CMS)
d) All changes to CIs are authorized by SACM

Where should details of a workaround be documented?

a) In a service level agreement (SLA)
b) In a problem record
c) In the availability management information system
d) In the IT service continuity plan

B

What should the IT service continuity process primarily support?

    a) Critical IT processes
    b) All the services in the service portfolio
    c) Business continuity strategy
    d) Mission critical services at peak business periods

C

Which statement about service review meetings is FALSE?

a) Actions from service review meetings should only be assigned to the service provider
b) Meetings should be held on a regular basis to review service achievement
c) Issues for the upcoming period should be discussed at the meetings
d) Progress and success of the service improvement plan (SIP) should be reviewed

Which statement BEST describes the value of service strategy to the business?

a) It allows higher volumes of successful change
b) It reduces unplanned costs through optimized handling of service outages
c) It reduces the duration and frequency of service outages
d) It enables the service provider to understand what levels of service will make their customers successful

D

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

a) Continual service improvement
b) Change management
c) Service level management
d) Availability management

C

Which BEST describes the purpose of the CSI register?

a) To capture, record and prioritize all improvement opportunities
b) To store details of all component CIs and their interfaces
c) To be a central repository for all IT service management related information
d) To record details of all live services and their service targets

A

What can the configuration management system (CMS) consist of?

1. Data, information and knowledge
2. Multiple configuration management databases (CMDBs)
3. Service level agreements and underpinning contracts
4. Service specifications and software documents

a) 1 and 2
b) 1 and 3
c) 2 and 4
d) 3 and 4

C

Which activities are included in IT operations management?

    a) Network management and application management
    b) Technical management and change management
    c) IT operations control and facilities management
    d) Facilities management and release management

C

What does the continual service improvement (CSI) approach enable a business to achieve?

a) It keeps the communication going within the business
b) It helps the business to make decisions about improvement initiatives
c) It helps the stakeholders to understand their customers
d) It dictates the way the business interacts with external suppliers

B

The design of IT services requires the effective and efficient use of the 'four Ps'. What are these 'four Ps'?

a) People, process, partners, performance
b) Performance, process, products, plans
c) People, process, products, partners
d) People, products, plans, partners

C

What is the ITIL guidance relating to the closure of resolved incidents?

a) Anyone can close an incident once it has been resolved
b) Only the technician that resolved the incident should close the incident
c) Only the service desk should close resolved incidents
d) Only the person who raised the incident should close it once it is resolved

C

What do major incidents require?

    a) Separate procedures
    b) Less urgency
    c) Longer timescales
    d) Less documentation

    A

Which statement 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

B

•Which process monitors and improves the performance of the service transition stage of the service lifecycle?

a) Transition planning and support
b) Design co-ordination
c) Change management
d) Service transition management

A

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

   D

Which statement about business cases is TRUE?

a) Business cases should focus on both the financial and non-financial impacts of the proposed project or service
b) Business cases should only focus on the financial impacts of the proposed project to secure support and funding
c) Business cases should only focus on the non-financial business impacts of the proposed project to secure proper high-level management support
d) Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

A

•What are used to control a process?

a) Inputs
b) Functions
c) Objectives
d) Stakeholders

C

Which is NOT an objective of problem management?

a) Minimizing the impact of incidents that cannot be prevented
b) Preventing problems and resulting incidents from happening
c) Eliminating recurring incidents
d) Restoring normal service operation as quickly as possible

D

•What does the 'C' in 'RACI' refer to?

    a) Communicate
    b) Configure
    c) Customer
    d) Consult

    D

Which is NOT a correct step in the seven-step improvement process?

a) To identify the strategy for improvement
b) To define what to measure
c) To present and use the information
d) To train and educate the users

D

What do customer perceptions and business outcomes help to define?

a) The value of a service
b) Service metrics
c) The total cost of a service
d) Key performance indicators (KPIs)

A

•Which is NOT a sub-process of capacity management?

a) People capacity management
b) Component capacity management
c) Business capacity management
d) Service capacity management