

1 Why should monitoring and measuring be used when trying to improve services?

- a) To validate, direct, justify and intervene
- b) To validate, measure, monitor and change
- c) To validate, plan, act and improve
- d) To validate, assign resources, purchase technology and train people

2 The ITIL core is structured around?

- a) An Operations Lifecycle
- b) An IT Management Lifecycle
- c) A Service Lifecycle
- d) An Infrastructure Lifecycle

3 Which of the following questions is NOT answered by information in the Service Portfolio?

- a) How should our resources and capabilities be allocated?
- b) What opportunities are there in the market?
- c) Why should a customer buy these services?
- d) What are the pricing or chargeback models?

4 Functions are BEST described as?

- a) A body of knowledge
- b) Closed loop systems
- c) Self-Contained units of organisations
- d) Projects focusing on transformation

5 A benefit of using Service Design tools is?

- a) To help ensure that standards and conventions are followed
- b) To help ensure that Events are detected as quickly as possible
- c) To help enable different applications to work together
- d) To help implement architectures that support the business strategy

- 6 Learning and Improvement is the PRIMARY concern of which of the following phases of the Service Lifecycle?
- a) Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement
  - b) Service Strategy, Service Transition, and Service Operation
  - c) Service Operation and Continual Service Improvement
  - d) Continual Service Improvement
- 7 In which core publication can you find detailed descriptions of Service Portfolio Management, Demand Management and Financial Management?
- a) Service Operations
  - b) Service Strategy
  - c) Service Transition
  - d) Continual Service Improvement
- 8 Which of the following statements about the Service Desk are CORRECT?
- 1. The Service Desk is a function that provides a means of communication between IT and its users for all operational issues
  - 2. The Service Desk is always the owner of the Incident Management process
- a) 2 only
  - b) 1 only
  - c) Both of the above
  - d) Neither of the above
- 9 Application Management is NOT responsible for?
- a) Documenting and maintaining the technical skills required to manage and support applications
  - b) Managing applications through their lifecycle
  - c) Assisting in the decision to build or buy new software
  - d) Developing functionality required by the business

10 "If something cannot be measured, it should not be documented" is a principle that applies to which of the following?

- a) The Glossary of Terms
- b) A Service Level Agreement (SLA)
- c) An Incident Management record
- d) A Configuration Item (CI)

11 Which is the first activity of the Continual Service Improvement (CSI) model?

- a) Assess the current business situation
- b) Understand the vision of the business
- c) Agree on priorities for improvement
- d) Create and verify a plan

12 Which of the following BEST describes a Workaround?

- a) A technician uses a pre-defined technique to restore service as this Incident has been seen before
- b) A technician tries several approaches to solve an Incident. One of them works, although he does not know why
- c) After reporting the Incident to the Service Desk, the user works on alternative tasks while the problem is identified and resolved
- d) A device works intermittently, thus allowing the user to continue working at degraded levels of performance while the technician resolves the problem

13 An Incident occurs when:

1. A user is unable to access a service during service hours
2. An authorised IT staff member is unable to access a service during service hours
3. A network segment fails and the user is not aware of any disruption to service
4. A user contacts the Service Desk about slow performance of an application

Which of the above statements is CORRECT?

- a) All of the above
- b) 1 and 4 only
- c) 2 and 3 only
- d) None of the above

- 14 Which of the following benefits would be LEAST useful in supporting a business case for service improvement?
- a) Reduced technology investment by 20% due to more accurate capacity and performance modelling processes
  - b) Reduced support manpower demand by 30% due to automated incident and problem management processes
  - c) Reduced level of customer complaints due to more effective Service Level Management
  - d) Reduced Problem resolution time by half due to improved knowledge management
- 15 The Information Security Policy should be available to which groups of people?
- a) Senior Business Managers and all IT staff
  - b) Senior Business Managers, IT Executives and the Security Manager
  - c) All Customers, Users and IT staff
  - d) Information Security Management staff only
- 16 Which of the following statements are CORRECT?
- 1. A Process responds to specific events
  - 2. A process is performance driven and able to be measured
- a) 1 only
  - b) Both of the above
  - c) Neither of the above
  - d) 2 only
- 17 How does an organisation use Resources and Capabilities in creating value?
- a) They are used to create value in the form of output for production management
  - b) They are used to create value in the form of goods and services
  - c) They are used to create value to the IT organisation for Service Support
  - d) They are used to create value to the IT organisation for Service Delivery

- 18 Which of the following is the CORRECT description of the Four Ps of Service Design?
- a) A four step process for the design of effective service management
  - b) A definition of the people and products required for successful design
  - c) A set of questions that should be asked when reviewing design specifications
  - d) The four major areas that need to be considered in the design of effective service management
- 19 Demand Management is used to:
- a) Increase customer value
  - b) Understand patterns of business activity
  - c) Increase the value of IT
  - d) Align business with IT cost
- 20 The objective of Service Asset and Configuration Management is most accurately described as?
- a) To understand the performance characteristics of assets and Configuration Items (CIs) in order to maximise their contribution to service levels
  - b) To manage service assets and CIs from an operational perspective
  - c) To ensure that assets and CIs deliver the business outcomes they were designed to achieve
  - d) To define and control the components of services and infrastructure and maintain accurate configuration records
- 21 The objective of the Change Management process is most accurately described as?
- a) Ensuring that all Changes are recorded, managed, tested and implemented in a controlled manner
  - b) Ensuring that Changes to IT infrastructure are managed efficiently and effectively
  - c) Ensuring that all Changes have appropriate back-out plans in the event of failure
  - d) Protecting services by not allowing Changes to be made

22 The 7 Step Improvement Process can most accurately be described as?

- a) The Seven P's of Continual Service Improvement (CSI)
- b) A service improvement methodology based on the Deming Cycle
- c) A set of roles and responsibilities for managing service improvements
- d) A process for defining what is to be measured, gathering the data, processing the data and using it to take corrective action

23 Which of the following statements are CORRECT?

- 1. Service Transition provides guidance on moving new and changed services into production
- 2. Service Transition provides guidance on testing
- 3. Service Transition provides guidance on the transfer of services to or from an external service provider

- a) 1 and 2 only
- b) 1 only
- c) All of the above
- d) 1 and 3 only

24 What is the best definition of an Incident Model?

- a) The template used to define the Incident logging form used to report Incidents
- b) A type of Incident involving a standard (or model) type of Configuration Item (CI)
- c) A set of pre-defined steps to be followed when dealing with a known type of Incident
- d) An Incident that is easy to solve

25 Which of the following areas would technology help to support?

- 1. Self Help
- 2. Measurement and reporting systems
- 3. Release and deployment
- 4. Process design

- a) 1, 2 and 3 only
- b) 1, 3 and 4 only
- c) 2, 3 and 4 only
- d) All of the above

26 A Customer Service Catalogue should contain which?

- a) The version information of all software
- b) The organisational structure of the company
- c) Asset information
- d) Details of all operational services

27 Which of the following would NOT be stored in the Definitive Media Library (DML)?

- a) Master copies of software
- b) Backups of application data
- c) Software licences
- d) Master copies of controlled documentation

28 "Warranty of a service" means?

- a) The service is fit for purpose
- b) There will be no failures in applications and infrastructure associated with the service
- c) All service-related problems are fixed free of charge for a certain period of time
- d) Customers are assured of certain levels of availability, capacity, continuity and security

29 Which of the following activities are included in Access Management?

1. Verifying the identity of users requesting access to services
  2. Setting the rights or privileges of systems to allow access to authorised users
  3. Defining security policies for system access
  4. Monitoring the availability of systems that users should have access to
- a) 2 and 4 only
  - b) 1 and 3 only
  - c) 2 and 3 only
  - d) 1 and 2 only

30 Which of the following statements CORRECTLY defines Insourcing and Outsourcing delivery model options?

- a) Insourcing relies on internal resources; outsourcing relies on external organisation(s) resources
- b) Insourcing relies on external organisation(s) resources; outsourcing relies on internal resources
- c) Insourcing relies on co-sourcing; outsourcing relies on partnerships
- d) Insourcing relies on knowledge process outsourcing; outsourcing relies on application service provisioning

31 Facilities Management refers to?

- a) The Management of IT services that are viewed as "utilities", such as printers or network access
- b) The Management of an outsourcing contract
- c) The Management of the physical IT environment such as a Data Centre
- d) The procurement and maintenance of tools that are used by IT Operations staff to maintain the infrastructure

32 Which aspect of Service Design is missing from the list below?

- 1. The design of services
  - 2. The design of service management systems and tools
  - 3. The design of technology architecture and management systems
  - 4. The design of the processes required
  - 5. ?
- a) The design of functions
  - b) The design of Service Level Agreements (SLAs)
  - c) The design of applications
  - d) The design of measurement systems, methods and metrics

33 Which of the following roles is responsible for identifying opportunities for improvement?

- 1. Service Owner
  - 2. Continual Service Improvement (CSI) Manager
  - 3. Process Owner
- a) 1 and 2 only
  - b) 1 and 3 only
  - c) All of the above
  - d) 2 and 3 only



- 34 Which of the following is the most appropriate approach to carrying out Service Operations?
- a) The internal IT view is most important as Service Operations has to monitor and manage the infrastructure
  - b) Service Operations should maintain a balance between an internal IT view and an external business view
  - c) The external business view is most important as Service Operations is the place where value is realised and the customer obtains the benefit of the services
  - d) IT Operations does not take an internal or external view as they execute processes defined by Service Design
- 35 Which process reviews Operational Level Agreements (OLAs) on a regular basis?
- a) Supplier Management
  - b) Service Level Management
  - c) Service Portfolio Management
  - d) Contract Management
- 36 Which activities would you expect a Service Owner to undertake?
- 1. Representing a specific service across the organisation
  - 2. Updating the Configuration Management Data Base (CMDB) after a change
  - 3. Helping to identify service improvements
  - 4. Representing a specific service in Change Advisory Board (CAB) meetings
- a) 1, 2 and 4 only
  - b) All of the above
  - c) 1 and 4 only
  - d) 1, 3 and 4 only

- 37 Which of the following are aims of the Release and Deployment Management process?
1. To ensure there are clear release and deployment plans
  2. To ensure that skills and knowledge are transferred to operations and support staff
  3. To ensure there is minimal unpredicted impact on production services, operations and support
  4. To provide cost justifiable IT capacity that is matched to the needs of the business
- a) 1, 2 and 3 only
- b) All of the above
- c) 1 and 3 only
- d) 1, 3 and 4 only
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- 38 Which of the following statements is always CORRECT about 'good practice'?
- a) It must be adopted by all organisations
- b) It is something that is in wide industry use
- c) It is documented in international standards
- d) It is based on ITIL
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- 39 What is the purpose of the Request Fulfilment Process?
- a) Dealing with Service Requests from the users
- b) Making sure all requests within an IT organisation are fulfilled
- c) Ensuring fulfilment of Change Requests
- d) Making sure the Service Level Agreement (SLA) is met
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- 40 A Process Owner is responsible for which of the following?
- a) Purchasing tools to support the process
- b) Ensuring that targets specified in a Service Level Agreement (SLA) are met
- c) Carrying out activities defined in the process
- d) Monitoring and improving the process

ANSWER SHEET

<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>	<b>Q</b>	<b>A</b>	<b>Syllabus Ref</b>
1		A 04-10	21		A 05-05
2		C 02-01	22		D 05-09
3		B 05-02	23		C 02-06
4		C 01-04	24		C 05-07
5		A 08-01	25		D 08-01
6		D 02-02	26		D 05-04
7		B 05-02	27		B 03-19
8		B 06-01	28		D 03-01
9		D 06-02	29		D 05-08
10		B 05-09	30		A 04-05
11		B 04-09	31		C 06-02
12		A 03-30	32		D 04-04
13		A 03-26	33		C 05-09
14		C 02-11	34		B 04-07
15		C 05-04	35		B 05-03
16		B 01-06	36		D 07-01
17		B 04-01	37		A 05-06
18		D 04-03	38		B 01-01
19		B 05-02	39		A 05-08
20		D 05-06	40		D 07-01

