

# ISEB

## Exam Questions ITILF

ITIL Foundation



#### NEW QUESTION 1

When can a known error record be raised?

- (1) At any time 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:** D

#### NEW QUESTION 2

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

#### NEW QUESTION 3

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of FT 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

#### NEW QUESTION 4

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

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

**Answer:** C

#### NEW QUESTION 5

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

**Answer:** C

#### NEW QUESTION 6

What should a service always deliver to customers?

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

**Answer:** C

#### NEW QUESTION 7

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

**NEW QUESTION 8**

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**

**NEW QUESTION 9**

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

**Answer: C**

**NEW QUESTION 10**

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

**Answer: B**

**NEW QUESTION 10**

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**

**NEW QUESTION 14**

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**

**NEW QUESTION 15**

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

**Answer: A**

**NEW QUESTION 17**

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

**Answer: D**

**NEW QUESTION 20**

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

**Answer: B**

#### **NEW QUESTION 22**

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**

#### **NEW QUESTION 23**

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**

#### **NEW QUESTION 25**

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

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

**Answer: D**

#### **NEW QUESTION 29**

Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

**Answer: C**

#### **NEW QUESTION 32**

Which of the following are the MAIN objectives of incident management?

- 1: To automatically detect service-affecting events
- 2: To restore normal service operation as quickly as possible
- 3: To minimize adverse impacts on business operations

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

**Answer: B**

#### **NEW QUESTION 34**

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services
- B. It is mandatory that all changes are subject to design coordination activity
- C. Only changes to business critical systems
- D. Any change that the organization believes could benefit

**Answer: D**

#### **NEW QUESTION 36**

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

**Answer: C**

#### **NEW QUESTION 40**

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 third party suppliers
- C. Service levels that have been agreed between the internal service provider and their customer
- D. Metrics and critical success factors (CSFs) for internal support teams

**Answer: B**

#### **NEW QUESTION 43**

Which one of the following is the purpose 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**

#### **NEW QUESTION 45**

Which of the following statements about standard changes are CORRECT?

- 1: The approach is pre-authorized
- 2: The risk is usually low and well understood
- 3: Details of the change will be recorded
- 4: Some standard changes will be triggered by the request fulfilment process

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

**Answer: D**

#### **NEW QUESTION 48**

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 architectures

**Answer: C**

#### **NEW QUESTION 50**

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**

#### **NEW QUESTION 51**

A process owner is responsible for which of the following?

- 1: Defining the process strategy
- 2: Assisting with process design
- 3: Improving the process
- 4: Performing all activities involved in a process

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

**Answer: C**

**NEW QUESTION 53**

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

**NEW QUESTION 57**

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

- A. The IT director
- B. The process owner
- C. The service owner
- D. The customer

**Answer:** B

**NEW QUESTION 61**

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

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

**Answer:** B

**NEW QUESTION 64**

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
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

**Answer:** A

**NEW QUESTION 68**

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

**NEW QUESTION 70**

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

- A. Availability management
- B. Capacity management
- C. Design coordination
- D. Release management

**Answer:** C

**NEW QUESTION 73**

Which one of the following does service metrics measure?

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

**Answer:** C

#### NEW QUESTION 77

Which of the following is the best definition of service management?

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

**Answer: B**

#### NEW QUESTION 82

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

**Answer: B**

#### NEW QUESTION 87

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**

#### NEW QUESTION 92

Which of the following are classed as stakeholders in service management?

- 1: Customers
- 2: Users
- 3: Suppliers

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

**Answer: A**

#### NEW QUESTION 96

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**

#### NEW QUESTION 101

Which of the following activities are performed by a service desk?

- 1: Logging details of incidents and service requests
- 2: Providing first-line investigation and diagnosis
- 3: Restoring service
- 4: Implementing all standard changes

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

**Answer: B**

#### NEW QUESTION 105

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

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

**Answer: C**



#### NEW QUESTION 106

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

**Answer:** B

#### NEW QUESTION 111

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

#### NEW QUESTION 115

Which of the following is not a service desk type recognized in the service operation volume of ITIL?

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

**Answer:** C

#### NEW QUESTION 120

Access management is closely related to which other process?

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

**Answer:** C

#### NEW QUESTION 122

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 organization wishes to exert.

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

**Answer:** C

#### NEW QUESTION 125

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

#### Explanation:

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

#### NEW QUESTION 126

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management
- B. Service portfolio management
- C. Service desk
- D. Business relationship management



**Answer:** D

**NEW QUESTION 127**

What is the primary focus of the business management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer:** D

**Explanation:**

Reference: <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&ved=0CE>

0QFjAE&url=http%3A%2F%2Fregions.cmg.org%2Fregions%2Frmcmg%2F2010Fall%2FC MG%2520CM%2C%2520DM%2C%2520and%2520PE%2520Integrati  
on.ppt&ei=c0A-Uc7eDMeqO9ibgOAN&usg=AFQjCNFgdYh4ouidwk-Zlw-9Nk1pmXJRtw&bvm=bv.43287494,d.ZWU (slide 3)

**NEW QUESTION 131**

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 plan

**Answer:** B

**NEW QUESTION 136**

Which areas of service management can benefit from automation?

- 1: Design and modeling
- 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:** D

**NEW QUESTION 139**

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Change management
- B. IT service continuity management
- C. Financial management for IT services
- D. Service catalog management

**Answer:** B

**Explanation:**

Reference: [http://wiki.en.it-processmaps.com/index.php/ITIL\\_V3\\_Service\\_Design](http://wiki.en.it-processmaps.com/index.php/ITIL_V3_Service_Design) (See IT service continuity management)

**NEW QUESTION 142**

Which one of the following is the BEST description of a major incident?

- A. An incident which 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 a high impact on the business

**Answer:** D

**NEW QUESTION 143**

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the 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

#### NEW QUESTION 147

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 3 only  
D. 2 and 4 only

**Answer:** A

#### NEW QUESTION 150

Which one of the following do major incidents require?

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

**Answer:** A

#### NEW QUESTION 155

Which of the following is the BEST reason for categorizing incidents?

- A. To establish trends for use in problem management and other IT service management (ITSM) activities  
B. To ensure service levels are met and breaches of agreements are avoided  
C. To enable the incident management database to be partitioned for greater efficiency  
D. To identify whether the user is entitled to log an incident for this particular service

**Answer:** A

#### NEW QUESTION 160

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

- A. To decide how IT will engage with suppliers during the service 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

#### NEW QUESTION 163

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood  
B. To ensure that changes are recorded and evaluated  
C. To ensure that all changes to 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

#### NEW QUESTION 164

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 modeled  
D. Service value is visible to customers

**Answer:** D

#### NEW QUESTION 167

Which one 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

#### NEW QUESTION 170

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**

#### **NEW QUESTION 171**

Which one of the following is the BEST description of a service-based service level agreement (SLA)?

- A. An agreement with an individual customer group, covering all the services that they use
- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all customers of that service

**Answer: D**

#### **NEW QUESTION 175**

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

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

**Answer: C**

#### **NEW QUESTION 180**

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**

#### **NEW QUESTION 185**

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer: D**

#### **NEW QUESTION 187**

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management
- B. Financial management
- C. Demand management
- D. Risk management

**Answer: B**

#### **NEW QUESTION 191**

Which of the following are benefits to the business of implementing service transition?

- 1: Better reuse and sharing of assets across projects and resources
- 2: Reduced cost to design new services
- 3: Result in higher volume of successful changes

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. None of the above

**Answer: C**

#### **NEW QUESTION 195**

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

**NEW QUESTION 198**

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

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

**Answer:** C

**NEW QUESTION 200**

Which reason describes why ITIL is so successful?

- A. The five ITIL volumes are concise
- B. It is not tied to any particular vendor platform
- C. It tells service providers exactly how to be successful
- D. It is designed to be used to manage projects

**Answer:** B

**NEW QUESTION 202**

Which of the following is the BEST description of a service-based service level agreement (SLA)?

- A. The SLA covers one service, for all the customers of that service
- B. The SLA covers an individual customer group for all services they use
- C. An SLA that covers all customers for all services
- D. An SLA for a service with no customers

**Answer:** A

**NEW QUESTION 207**

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

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

**Answer:** B

**NEW QUESTION 208**

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services are included
- B. All changes are mandated to be included
- C. Only changes to business critical systems are included
- D. Any changes that would benefit the organization are included

**Answer:** D

**NEW QUESTION 209**

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

**NEW QUESTION 213**

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require

- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

**Answer:** A

**NEW QUESTION 218**

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

- A. Process practitioner
- B. Process manager
- C. Service manager
- D. Change manager

**Answer:** B

**NEW QUESTION 221**

A Service design package (SDP) would normally be produced for which of the following?

- 1: A new IT service
- 2: A major change to an IT service
- 3: An emergency change to an IT service
- 4: An IT service retirement

- A. 2, 3 and 4 only
- B. 1, 2 and 4 only
- C. None of the above
- D. All of the above

**Answer:** B

**NEW QUESTION 222**

Which of the following is NOT a source of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

**Answer:** B

**NEW QUESTION 227**

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations
- B. They are measurable
- C. They deliver specific results
- D. They respond to specific events

**Answer:** A

**NEW QUESTION 232**

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

**NEW QUESTION 237**

From the perspective of the service provider, who is the person or group that agrees their service targets?

- A. The user
- B. The customer
- C. The supplier
- D. The administrator

**Answer:** B

**NEW QUESTION 240**

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. 2only
- C. Both of the above
- D. Neither of the above

**Answer:** D

**NEW QUESTION 241**

Which Functions 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

**Answer:** C

**NEW QUESTION 244**

Which of the following identifies the purpose of design coordination?

- A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
- B. Ensuring all service designs have availability designed into them
- C. Designing of all the links between every service design process and all other processes in the service lifecycle
- D. Control of all supplier relationships from design right through to the production environment

**Answer:** A

**NEW QUESTION 247**

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

- 1: Capacity management
- 2: Request fulfillment
- 3: Demand management
- 4: Incident management

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

**Answer:** C

**NEW QUESTION 252**

Which process would maintain policies, standards and models for service transition activities and processes?

- A. Change management
- B. Capacity management
- C. Service transition planning and support
- D. Release management

**Answer:** C

**NEW QUESTION 254**

Which statement about the service portfolio is TRUE?

- A. The service portfolio includes ail services except those managed by third parties
- B. It is an integral part of the service catalogue
- C. It allows the organization unlimited resources when planning for new service deployments
- D. It represents all resources presently engaged or being released in various stages of the service lifecycle

**Answer:** D

**Explanation:**

Reference:..[http://docs.livetime.com/LiveTime61/ServiceManager/service\\_portfolio\\_management.htm](http://docs.livetime.com/LiveTime61/ServiceManager/service_portfolio_management.htm).(Second para)

**NEW QUESTION 259**

Which of the following statements describes the objectives of service asset and configuration management?

- 1: To identify, control, report and verify service assets and configuration items (CIs)
- 2: To account for, manage and protect the integrity of service assets and configuration items
- 3: To establish and maintain an accurate and complete configuration management system
- 4: To document all security controls together with their operation and maintenance

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

**Answer:**



A

**Explanation:**

Reference: [http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicetransition/service\\_asset/ITIL\\_guide%20to%20SA%20and%20CM%20management%20pdf](http://www.ucisa.ac.uk/~media/Files/members/activities/ITIL/servicetransition/service_asset/ITIL_guide%20to%20SA%20and%20CM%20management%20pdf). (see 'The purpose and objectives of service asset and configuration management; first and second bullet)

**NEW QUESTION 264**

Which process has the following objective ??Establish new or changed services into supported environments within the predicted cost, time and resource estimates???

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

**Answer:** B

**NEW QUESTION 267**

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

**Answer:** A

**NEW QUESTION 269**

Which of the following is NOT an objective of request fulfillment?

- A. To provide information to users about what services are available and how to request them
- B. To update the service catalogue with services that may be requested through the service desk
- C. To 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

**NEW QUESTION 270**

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

- A. Evaluate; Diagnose; Justify; Intervene
- B. Validate; Direct; Justify; Improve
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

**Answer:** C

**NEW QUESTION 273**

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

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

**Answer:** D

**NEW QUESTION 278**

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

**Answer:** B

**NEW QUESTION 280**

Which of the following is the BEST definition of an Incident?

- A. Loss of ability to operate to specification, or to deliver the required output
- B. A change of state which has significance for the management of a Configuration Item or IT Service
- C. A warning that a threshold has been reached, something has changed, or a failure has occurred



D. An unplanned interruption to an IT service or reduction in the quality of an IT service

**Answer:** D

#### NEW QUESTION 284

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business objectives
- B. The objective of any IT process should be expressed in terms of business benefits and goals
- C. A process may define policies, standards and guidelines
- D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

**Answer:** D

#### NEW QUESTION 287

Which of the following is NOT the responsibility of Service Catalogue Management?

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

**Answer:** D

#### NEW QUESTION 289

What is the definition of an Alert?

- A. A type of Incident
- B. A warning that a threshold has been reached or that something has changed
- C. An error message to the user of an application
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

**Answer:** B

#### NEW QUESTION 290

In many organizations the role of Incident Manager is assigned to the Service Desk.  
It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through 1st and 2nd line
- B. Only manage Incidents effectively through the 1st line
- C. Only manage Incidents effectively at the 3rd line
- D. Manage Incidents effectively through 1st, 2nd and 3rd line

**Answer:** D

#### NEW QUESTION 291

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

- A. Overall business risk is optimized
- B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- C. All budgets and expenditures are accounted for
- D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

**Answer:** C

#### NEW QUESTION 295

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements
- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

**Answer:** C

#### NEW QUESTION 297

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
- B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
- C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

**Answer:** B

**NEW QUESTION 299**

What is the definition of an Alert?

- A. An error message to the user of an application
- B. A warning that a threshold has been reached or that something has changed
- C. A type of Incident
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

**Answer:** B

**NEW QUESTION 303**

Which of the following questions does Service Strategy help answer with its guidance?

- 1: How do we prioritize investments across a portfolio?
- 2: What services to offer and to whom?
- 3: What are the Patterns of Business Activity (PBA)?

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

**Answer:** D

**NEW QUESTION 308**

Which of the following is the BEST definition of an Incident?

- A. A warning that a threshold has been reached, something has changed, or a failure has occurred
- B. An unplanned interruption to an IT service or reduction in the quality of an IT service
- C. A change of state which has significance for the management of a Configuration Item or IT Service
- D. Loss of ability to operate to specification, or to deliver the required output

**Answer:** B

**NEW QUESTION 312**

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

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

**Answer:** D

**NEW QUESTION 317**

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

**Answer:** A

**NEW QUESTION 321**

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

**Answer:** C

**NEW QUESTION 324**

Which of the following 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

**Answer:** D

#### NEW QUESTION 325

Which is the first step in the 7 Step Improvement Process?

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

**Answer:** D

#### NEW QUESTION 330

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

**Answer:** C

#### NEW QUESTION 333

Which statement about Service Level Agreements (SLAs) is CORRECT?

- A. They must contain legal wording because of their importance
- B. There should always be a separate SLA for each specific customer
- C. The wording must be clear and concise to allow no room for ambiguity
- D. Changes to the SLA can only be requested by the customer

**Answer:** C

#### NEW QUESTION 337

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of contract
- B. Development, negotiation and agreement of Organizational Level Agreements
- C. Development, negotiation and agreement of Service Level Agreement
- D. Development, negotiation and agreement of Service Portfolio

**Answer:** A

#### NEW QUESTION 340

IT Service Continuity strategy should be based on:

- 1) Design of the service technology
- 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

#### NEW QUESTION 344

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- A. Functions and Processes
- B. Markets and Customers
- C. Applications and Infrastructure
- D. People, products and technology

**Answer:** A

#### NEW QUESTION 346

Which of the following defines the level of protection in Information Security Management?

- A. The IT Executive
- B. The ISO27001 Standard
- C. The Business
- D. The Service Level Manager

**Answer:** C

#### NEW QUESTION 351

Availability Management is responsible for availability of the:

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

**Answer:** A

#### NEW QUESTION 356

Which Function would provide staff to monitor events in an Operations Bridge?

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

**Answer:** C

#### NEW QUESTION 359

Which process will regularly analyze incident data to identify discernable trends?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Event Management

**Answer:** B

#### NEW QUESTION 360

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

- 1: Progress
- 2: Effectiveness
- 3: Efficiency
- 4: ?

- A. Cost
- B. Conformance
- C. Compliance
- D. Capacity

**Answer:** C

#### NEW QUESTION 362

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

#### NEW QUESTION 367

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

- A. Excessive focus on quality
- B. Excessively reactive
- C. Excessively proactive
- D. Excessive focus on cost

**Answer:** D

#### NEW QUESTION 370

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- D. An SLA is with an external customer, an OLA is with an internal customer

**Answer:** A

#### NEW QUESTION 373

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**

#### NEW QUESTION 375

How is the Service Catalogue used to add value to the service provider organization?

- A. Providing a central source of information on the IT services delivered
- B. Showing the business impact of a change
- C. Displaying the relationships between configuration items
- D. To predict the root cause of issues in the IT infrastructure

**Answer: A**

#### NEW QUESTION 379

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**

#### NEW QUESTION 380

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Access Management
- B. Incident Management
- C. Request Fulfillment
- D. Change Management

**Answer: A**

#### NEW QUESTION 382

Which process is responsible for controlling, recording and reporting on versions, attributes and 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**

#### NEW QUESTION 386

Which 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: D**

#### NEW QUESTION 390

Contracts relating to an outsourced Data Centre would be managed by?

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

**Answer: D**

#### NEW QUESTION 392

Which Function would provide staff to monitor events in a Network Operations Centre?

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

**Answer:** A

**NEW QUESTION 394**

What are the processes within Service Operation?

- A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
- B. Event Management, Incident Management
- C. Change Management and Access Management
- D. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management
- E. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

**Answer:** A

**NEW QUESTION 398**

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

- 1) Risk assessment
- 2) Testing of resilience mechanisms
- 3) Monitoring of component availability

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

**Answer:** B

**NEW QUESTION 402**

Which of the following activities is performed by access management?

- A. Providing physical security for staff data centers 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

**NEW QUESTION 404**

Which of these recommendations is good 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

**NEW QUESTION 405**

Identify the input to the Problem Management process.

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

**Answer:** C

**NEW QUESTION 409**

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

**NEW QUESTION 414**

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

**NEW QUESTION 419**

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

**Answer:** A

**Explanation:**

Reference: [http://www.cbronline.com/news/axios\\_flags\\_need\\_for\\_itil\\_based\\_service\\_value\\_management\\_250909](http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_management_250909)

**NEW QUESTION 421**

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

- 1) Incident Model
- 2) Known Error Record

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

**Answer:** C

**NEW QUESTION 422**

Which of the following is an example of 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:** B

**Explanation:**

Reference: <http://www.knowledgetransfer.net/dictionary/ITIL/en/Capability.htm>

**NEW QUESTION 426**

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

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

**Answer:** D

**NEW QUESTION 428**

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

**Answer:** B

**Explanation:**

Reference: [http://en.wikipedia.org/wiki/Information\\_Technology\\_Infrastructure\\_Library#Service\\_Design](http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design)

**NEW QUESTION 430**

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

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



D. Metrics

**Answer:** C

**NEW QUESTION 435**

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations designed to perform certain types of work
- B. We must be able to measure them in a relevant manner
- C. They deliver specific results
- D. They respond to specific events

**Answer:** A

**NEW QUESTION 440**

Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?

- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) model
- D. The Deming Cycle

**Answer:** A

**NEW QUESTION 442**

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

**NEW QUESTION 445**

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

**NEW QUESTION 446**

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

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

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

**Answer:** C

**NEW QUESTION 447**

The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

- A. The utility of a service
- B. The warranty of a service
- C. The economic value of a service
- D. Return on investment

**Answer:** A

**NEW QUESTION 451**

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. The Finance department

**Answer:** A

**NEW QUESTION 455**

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

**NEW QUESTION 459**

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

**NEW QUESTION 460**

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) Decision on implementation of further enhancement.

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

**Answer:** A

**NEW QUESTION 461**

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

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

**Answer:** D

**Explanation:**

Reference: <http://itilblues.wordpress.com/2010/03/10/mush-and-room-6-the-deming-cycle/>

**NEW QUESTION 463**

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. Logging
- C. Prioritization
- D. Closure

**Answer:** A

**NEW QUESTION 465**

Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

- A. The Service Level Manager
- B. The Configuration Manager
- C. The Change Manager
- D. The Information Security Manager

**Answer:** D

**NEW QUESTION 466**

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