EXIN ITIL Exam Questions & Answers

GRATISEXAM
Free Practice Exams

http://www.gratisexam.com/

Ve **VISUAL exams**

EXIN ITIL Exam Questions & Answers

Exam Name: ITIL V3 Foundation

Exam A

QUESTION 1
Which of the following is NOT an example of Self-Help capabilities?

A. Requirement to always call the service desk for service requests
B. Menu-driven range of self help and service requests
C. Web front-end
D. A direct interface into the back end process handling software

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
Which of the following models would be MOST useful in helping to define an organizational structure?

A. RACI model
B. Service Model
C. Continual Service improvement (CSI) model.
D. The Deming Cycle

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
Which of the following sentences BEST describes a Standard Change?

A. A pre-authorized change that has an accepted and established procedure
B. A change that is made as the result of an audit
C. A change that correctly follows the required change process
D. A change to the service provider's established policies and guidelines

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

A. The Service Desk Manager
B. The Service Manager
C. The Request Fulfillment Process Manager
D. The Request Fulfillment Process Owner

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

http://www.gratisexam.com/

QUESTION 7
Service Assets are used to create value. Which of the following are the MAJOR types of Service

Asset?

A. Applications and Infrastructure
B. Services and Infrastructure
C. Resources and Capabilities
D. Utility and Warranty

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
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)

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
Which 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 current
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
Which of the following is one of the primary objectives of Service Strategy?

A. To design and build processes that will meet business needs
B. To provide detailed specifications for the design of IT services
C. To transform Service Management into a strategic asset
D. To underscore the importance of services in the global economy

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Explanation:

Exam

QUESTION 1
What are the categories of event described in the ITIL Service Operation book?

A. Informational, Scheduled, Normal
B. Scheduled, Unscheduled, Emergency
C. Informational, Warning, Exception
D. Warning, Reactive, Proactive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
Which processes review Underpinning Contracts on a regular basis?

A. Supplier Management and Service Level Management
B. Supplier Management and Demand Management
C. Demand Management and Service Level Management
D. Supplier Management, Demand Management and Service Level Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
Which process is responsible for managing relationships with vendors?

A. Change Management
B. Service Portfolio Management
C. Supplier Management
D. Continual Service Improvement

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
Service Design emphasises 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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
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. 1 only
B. All of the above
C. 1 and 2 only
D. 1 and 3 only

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
What does a service always deliver to customers?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 11
Which of the following BEST describes Technical Management?

A. A Function responsible for Facilities Management and building control systems "Pass Any Exam. Any Time." - www.actualtests.com 71
Exin ITIL Exam
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 the groups, departments or teams that provide technical expertise and overal management of the IT Infrastructure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

Topic 5, Volume E

QUESTION 12
Which of the following activities are responsibilities of a Supplier Manager?

1) Negotiating and agreeing Contracts

2) Updating the Supplier and Contract database

3) Planning for possible closure, renewal or extension of contracts

4) Managing relationships with internal suppliers

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
What are Request Models used for?

A. Capacity Management
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. Identifying frequently received user requests and defining how they should be handled

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
In terms of adding value to the business, which 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 actually seen by customers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
B. Public standards are always cheaper to adopt
C. Public frameworks are prescriptive and tell you exactly what to do
D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
Which of the following are types of communication you could expect the functions within Service Operation to perform?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
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
   "Pass Any Exam. Any Time." - www.actualtests.com 80
   Exin ITIL Exam

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
Which statement BEST represents the guidance on incident logging?

A. Incidents must only be logged if a resolution is not immediately available
B. Only incidents reported to the Service Desk can be logged
C. All incidents must be fully logged
D. The Service Desk decide which incidents to log

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
In the Continual Service Improvement (CSI) model, the stage 'How do we get there?1 is underpinned by which set of activities?

A. Baseline assessments
B. Service and process improvements

C. Taking measurements and recording metrics
D. Setting measurement targets

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

A. The Service Level Manager
B. The IT Service Continuity Manager
C. The Service Catalogue Manager
D. The Supplier Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
"Pass Any Exam. Any Time." - www.actualtests.com 81
Exin ITIL Exam

Explanation:

QUESTION 25
Which of the following should NOT be a concern of Risk Management?

A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
B. To ensure that the workplace is a safe environment for its employees and customers
C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
D. To ensure only the change requests with mitigated risks are approved for implementation

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
Which of the following is the CORRECT definition of a Release Unit?

A. A measurement of cost
B. A function described within Service Transition
C. The team of people responsible for implementing a release
D. The portion of a service or IT infrastructure that is normally released together

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
Which process lists "Understanding patterns of business activity" as a major role?

A. Demand Management
B. Supplier Management
C. Service Desk
D. Request Fulfillment

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
Which of the following statements is CORRECT?

A. Process owners are more important to service management than service owners
B. Service owners are more important to service management than process owners
C. Service owners are as important to service management as process owners
D. Process owners and service owners are not required within the same organization

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Where would you expect incident resolution targets to be documented?

A. A Service Level Agreement (SLA)
B. A Request for Change (RFC)
C. The Service Portfolio
D. A Service Description

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
Which of the following BEST describes a Change Authority?

A. The Change Advisory Board
B. A person that provides formal authorisation for a particular type of change.
C. A role, person or a group of people that provides formal authorisation for a particular type of change.
D. The Change Manager who provides formal authorisation for each change

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
Identify the input to the Problem Management process.

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
The information that is passed to Service Transition to enable the implementation of a new service is called what?

A. A service level package (SLP)
B. A service transition package (STP)
C. A service design package (SDP)
D. A new service package (NSP)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
Which process contains the Business, Service and Component sub-processes?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
Which of the following statements is CORRECT?

A. The Configuration Management System is part of the Known Error Data Base
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

Exam

QUESTION 1
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
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

Correct Answer: B
Section: (none)
Explanation

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

QUESTION 3
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
Which of the following activities is be 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
Which process is responsible for sourcing and delivering components of requested standard services?

A. Request fulfillment
B. service portfolio management
C. service desk
D. IT finance

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
Customer perceptions and business outcomes help lo define what?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:
http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_management_25

QUESTION 7
What is the BEST description in 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 high impact on the business

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 8
Which of the following questions does the guidance in service strategy help to answer?

- What services should we offer and to whom?
- How do we differentiate ourselves from competing alternatives
- How do we create value for our customers?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

A. Yes: for ease of management, a known error record can be created at any time it is prudent to do so
B. No: a known error record must only be created after a workaround has been found
C. No: a known error record is created when the original incident is raised
D. No: a known error record should be created with the next release of the service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
Which of these recommendations is good practice for Service Level Management?

"Pass Any Exam. Any Time." - www.actualtests.com 126 Exin ITIL Exam
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
Which of the following CANNOT be provided by a tool?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14

What body exists to support the authorisation of changes and to assist Change Management in the assessment and prioritization of changes?

A. The Change Authorisation Board
B. The Change Advisory Board
C. The Change Implementer
D. The Change Manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
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 "Pass Any Exam. Any Time." - www.actualtests.com 132 Exin ITIL Exam

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
"Pass Any Exam. Any Time." - www.actualtests.com 133

QUESTION 17

Which of the following would a Major Problem Review examine?

1. Things that were done correctly

2. Those 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
Which model delivers a view of the services, assets and infrastructure?

A. Incident Model
B. Problem Model
C. Configuration Model
D. Change Model

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

A. Availability Management
B. Demand Management

C. Financial Management

D. Service Level Management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
A change process model should include:

1 - The steps that should be taken to handle the change with any dependences or co-processing defined, including handling issues and unexpected events

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. 1, 2 and 4 only
   "Pass Any Exam. Any Time." - www.actualtests.com 97
   Exin ITIL Exam

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
Which of the following should be done when closing an incident?

1. Check the incident categorization and correct it if necessary

2. Check that user is satisfied with the outcome

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Which 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 overall business risk of Change is optimized

D. To define and agree release and deployment plans with customers and stakeholders

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

A. Service Level Management

B. Problem Management

C. Change Management

D. Event Management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
Which of the following BEST describes a Problem?

A. A Known Error for which the cause and resolution are not yet known

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
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. Ensuring process staff undertake the required training

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
Contracts are used to define:

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
In the phrase "People, Processes, Products and Partners". Products refers to:

A. IT Infrastructure and Applications
B. Services, technology and tools
C. Goods provided by third parties to support the IT Services
D. All assets belonging to the Service Provider

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
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

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 36
Which of the following is the BEST definition of an Event?

A. Any detectable or discernable occurrence that has significance for the management of the IT infrastructure
B. An unplanned interruption to an IT service
C. The unknown cause of one or more Incidents
D. Reducing or eliminating the cause of an Incident or Problem

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
Which process is responsible for sourcing and delivering components of requested standard services?

A. Request Fulfillment
B. Service Portfolio Management
C. Service Desk
D. IT Finance
   "Pass Any Exam. Any Time." - www.actualtests.com 102 Exin ITIL Exam

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

A. Plan
B. Do
C. Check
D. Act

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
Which of the following could BEST be described as "A decision support and planning tool that projects

the likely consequences of a business action"?

A. A Problem model
B. A Service Improvement Plan (SIP)
C. A Request for Change (RFC)
D. A Business Case

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
Which of the following are included within Release and Deployment Models?

- Roles and responsibilities
- Template release and deployment
- Supporting systems, tools and procedures.
- 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.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
Order the following continual service improvement (CSI) implementation steps into the correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.

- Allocate roles and responsibilities to work on CSI initiatives.
- Measure and review that the CSI plan is executed and its objectives are being achieved.
- Identify the scope, objectives and requirements for CSI.
- 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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 42

Which of the following are benefits to the business of implementing Service Transition?

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. None of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 45

What are the processes within Service Operation?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
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
"Pass Any Exam. Any Time." - www.actualtests.com 107 Exin ITIL Exam

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 47
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
Which of these activities would commonly be performed by a Service Desk?

1. Logging details of incidents and service requests

2. Providing first-line investigation and diagnosis

3. Restoring services

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation: