# ITIL by Test-king

## Exam code: ITIL-F

## Exam name: ITIL® Foundation

## Version   15.0

**Sections**
1. Service Management as a practice
2. The Service Lifecycle
3. Generic concepts and definitions
4. Key Principles and Models
5. Major Processes
6. Minor Processes
7. Functions
8. Roles
9. Technology and Architecture

**Exam A**

**QUESTION 1**
Which is the correct definition of a customer facing service?

A.  One which directly supports the business processes of customers
B.  A service that cannot be allowed to fail
C.  One which is not covered by a service level agreement
D.  A service not directly used by the business

**Correct Answer:** A
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 2**
What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A.  Employers
B.  Stakeholders
C.  Regulators
D.  Accreditors

**Correct Answer:** B
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 3**
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 frameworks 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: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 4**
What should a service always deliver to customers?

A.  Applications

B. Infrastructure
C. Value
D. Resources

**Correct Answer:** C
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 5**
Which one of the following is NOT a characteristic of a process?

A. It is measurable
B. It delivers specific results
C. It responds to specific events
D. It structures an organization

**Correct Answer:** D
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 6**
What are customers of IT services who work in the same organization as the service provider known as?

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

**Correct Answer:** D
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 7**
Which of the following is best definition of IT service management?

A. An internal service provider that is embedded within a business unit
B. A complete set of all the documentation required to deliver world class services to customers
C. Technical implementation of supporting IT infrastructure components
D. The implementation and management of quality IT services that meet business needs

**Correct Answer:** D
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 8**
Which one of the following would NOT be defined as part of every process?

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

**Correct Answer:** C
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 9**
What is a service delivered between two business units in the same organization known as?

A. Strategic service
B. Delivered service
C. Internal service
D. External service

**Correct Answer:** C
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 10**
What is the act of transforming resources and capabilities into valuable service better known as?

A. Service management
B. Incident management
C. Resource management
D. Service support

**Correct Answer:** A
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 11**
Which of the following are sources of best practice?

1. Academic research
2. Internal experience
3. Industry practices

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

**Correct Answer:** A
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 12**
Which of the following statements is CORRECT for every process?

1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

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

**Correct Answer:** B
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 13**
Which one of the following is the BEST definition of the term 'service management'?

A. A set of specialized organizational capabilities for providing value to customers in the form of services
B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
C. The management of functions within an organization to perform certain activities
D. Units of organizations with roles to perform certain activities

**Correct Answer:** A
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 14**
Which of the following is NOT a source of best practice?

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

**Correct Answer:** B
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 15**
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

**Correct Answer:** B
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 16**
What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

A. Business services
B. Component services
C. Supporting services
D. Customer services

**Correct Answer:** C
**Section: Service Management as a practice**
**Explanation**

**Explanation/Reference:**


**QUESTION 17**
Which of the following is NOT an objective of Continual Service Improvement?

A. Review and analyze Service Level Achievement results
B. Identify activities to improve the efficiency of service management processes
C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
D. Conduct activities to deliver and manage services at agreed levels to business users

**Correct Answer:** D
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 18**
Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

A. Service Strategy
B. Continual Service Improvement
C. Service Operation
D. Service Design

**Correct Answer:** B
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 19**
Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfilment, and access management

B. Event management, incident management, change management, and access management
C. Incident management, problem management, service desk, request fulfilment, and event management
D. Incident management, service desk, request fulfilment, access management, and event management

**Correct Answer:** A
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 20**
Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management
B. Change management, capacity management event management, service request management
C. Service level management, service portfolio management, service asset and configuration management
D. Service asset and configuration management, release and deployment management, request fulfilment

**Correct Answer:** A
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 21**
Which of the following BEST describes service strategies' value to the business?

A. Allows higher volumes of successful change
B. Reduction in unplanned costs through optimized handling of service outages
C. Reduction in the duration and frequency of service outages
D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

**Correct Answer:** D
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 22**
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

**Correct Answer:** C
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 23**
In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

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

**Correct Answer:** B
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 24**
Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1. Providing an understanding of what strategy is
2. Ensuring a working relationship between the customer and service provider
3. Defining how value is created

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

**Correct Answer:** D
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 25**
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

**Correct Answer:** C
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 26**
In which of the following areas would ITIL complementary guidance provide assistance?

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

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

**Correct Answer:** A
**Section: The Service Lifecycle**
**Explanation**

**Explanation/Reference:**

**QUESTION 27**
From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

A. User
B. Customer
C. Supplier
D. Administrator

**Correct Answer:** B
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 28**
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 information purposes, a known error record can be created at any time it is prudent to do so
B. No: the Known Error should be created before the problem is logged
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: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 29**
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: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 30**
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

**Correct Answer:** C
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 31**
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 fulfillment process

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

**Correct Answer:** D
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 32**
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

**Correct Answer:** D
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 33**
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

**Correct Answer:** B

**QUESTION 34**
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 change
B. A change model
C. A change request
D. A change advisory board

**Correct Answer:** A
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 35**
Which one of the following includes four stages called Plan, Do, Check and Act?

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

**Correct Answer:** A
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 36**
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

**Correct Answer:** C
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 37**
What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome
B. Incident
C. Change

D. Problem

**Correct Answer:** A
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 38**
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

**Correct Answer:** C
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 39**
The BEST description of an incident is:

A. An unplanned disruption of service unless there is a backup to that service
B. An unplanned interruption to service or a reduction in the quality of service
C. Any disruption to service whether planned or unplanned
D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

**Correct Answer:** B
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 40**
Within service design, what is the key output handed over to service transition?

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

**Correct Answer:** B
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 41**
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: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 42**
Which of the following are types of service defined in ITIL?
1. Enabling
2. Core
3. Enhancing
4. Computer

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

**Correct Answer:** D
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 43**
Which one of the following activities is NOT part of the Deming Cycle?

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

**Correct Answer:** D
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 44**
Which of the following is the correct definition of an outcome?

A. The results specific to the clauses in a service level agreement (SLA)
B. The result of carrying out an activity, following a process or delivering an IT service
C. All the accumulated knowledge of the service provider
D. All incidents reported to the service desk

**Correct Answer:** B
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 45**
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

**Correct Answer:** B
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 46**
Which of the following would NOT be contained in a release policy?

A. Naming and numbering conventions
B. Entry and exit criteria of the release into testing
C. Roles and responsibilities for the release
D. The risk register for the release

**Correct Answer:** D
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 47**
Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database
B. A definitive media library
C. A request for change
D. A known error database

**Correct Answer:** D
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 48**
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

**Correct Answer:** B
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 49**
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: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 50**
Which one of the following is it the responsibility of supplier management to negotiate and agree?

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

**Correct Answer:** B
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 51**
Which one of the following are the two primary elements that create value for customers?

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

**Correct Answer:** D
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 52**
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

**Correct Answer:** A
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 53**
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: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 54**
Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not
B. Resources and capabilities are both types of service asset
C. Capabilities are types of service asset and resources are not
D. Neither capabilities nor resources are types of service asset

**Correct Answer:** B
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 55**
What type of record should you raise when a problem diagnosis is complete and a workaround is available?

A. A service object
B. An incident
C. A change
D. A known error

**Correct Answer:** D
**Section: Generic concepts and definitions**
**Explanation**

**Explanation/Reference:**

**QUESTION 56**
Service design emphasizes the importance of the "Four Ps". These "Four P's" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

A. Profit
B. Preparation
C. Products
D. Potential

**Correct Answer:** C
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 57**
Which one of the following is the CORRECT set of steps for the continual service improvement approach?

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

**Correct Answer:** D
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 58**
The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

A. People, process, partners, performance
B. Performance, process, products, plans
C. People, process, products, partners
D. People, products, plans, partners

**Correct Answer:** C
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 59**
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

**Correct Answer:** A
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 60**
At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

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

**Correct Answer:** A
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 61**
Which one of the following do technology metrics measure?

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

**Correct Answer:** A
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 62**
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

**Correct Answer:** B
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 63**
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.  2 and 3 only
B.  1 and 3 only
C.  2 and 4 only
D.  All of the above

**Correct Answer:** D
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 64**
Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps".

What are these four Ps?

A.  People, process, partners, performance
B.  Performance, process, products, problems
C.  People, process, products, partners
D.  People, products, perspective, partners

**Correct Answer:** C
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 65**
Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

A.  Implementing service and process improvements
B.  Reviewing measurements and metrics
C.  Creating a baseline
D.  Defining measurable targets

**Correct Answer:** D
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 66**
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: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 67**
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

**Correct Answer:** C
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 68**
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)

**Correct Answer:** A
**Section: Key Principles and Models**
**Explanation**

**Explanation/Reference:**


**QUESTION 69**
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

**Correct Answer:** A
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 70**

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

**Correct Answer:** B
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 71**
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

**Correct Answer:** C
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 72**
Which process is responsible for low risk, frequently occurring, low cost changes?

A. Demand management
B. Incident management
C. Release and deployment management
D. Request fulfilment

**Correct Answer:** D
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 73**
Which of the following identify the purpose of business relationship management?

1. To establish and maintain a business relationship between service provider and customer
2. To identify customer needs and ensure that the service provider is able to meet

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

**Correct Answer:** A
**Section: Major Processes**
**Explanation**

**QUESTION 74**
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

**Correct Answer:** C
**Section: Major Processes**
**Explanation**

**QUESTION 75**
Which one of the following is an objective of service catalogue management?

A.  Negotiating and agreeing service level agreement
B.  Negotiating and agreeing operational level agreements
C.  Ensuring that the service catalogue is made available to those approved to access it
D.  Only ensuring that adequate technical resources are available

**Correct Answer:** C
**Section: Major Processes**
**Explanation**

**QUESTION 76**
The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

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

**Correct Answer:** C
**Section: Major Processes**
**Explanation**

**QUESTION 77**
Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

A.  The service level management
B.  The IT service continuity management
C.  The service catalogue management
D.  The supplier management

**Correct Answer:** D

**QUESTION 78**
Which process would be used to compare the value that newer services have offered over those they have replaced?

A. Availability management
B. Capacity management
C. Service portfolio management
D. Service catalogue management

**Correct Answer:** C
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 79**
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

**Correct Answer:** C
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 80**
Which of the following BEST describes the purpose of access management?

A. To provide a channel for users to request and receive standard services
B. Provides the rights for users to be able to use a service or group of services
C. To prevent problems and resulting Incidents from happening
D. To detect security events and make sense of them

**Correct Answer:** B
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 81**
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

**Correct Answer:** A
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 82**
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: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 83**
Which process will regularly analyze incident data to identify discernible trends?

A.  Service level management
B.  Problem management
C.  Change management
D.  Event management

**Correct Answer:** B
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 84**
What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

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

**Correct Answer:** B
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 85**
Consider the following list:

1. Change authority
2. Change manager

3. Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

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

**Correct Answer:** D
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 86**
Which of the following is NOT a valid objective of problem management?

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

**Correct Answer:** C
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 87**
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

**Correct Answer:** B
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 88**
Hierarchic escalation is BEST described as?

A. Notifying more senior levels of management about an incident
B. Passing an incident to people with a greater level of technical skill
C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
D. Failing to meet the incident resolution times specified in a service level agreement

**Correct Answer:** A
**Section: Major Processes**
**Explanation**

**QUESTION 89**
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

**Correct Answer:** B
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 90**
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

**Correct Answer:** B
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 91**
Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

A. Categorization
B. Detection
C. Prioritization
D. Escalation

**Correct Answer:** A
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 92**
Which one of the following can help determine the level of impact of a problem?

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

**Correct Answer:** B
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 93**
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)

**Correct Answer:** D
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 94**
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

**Correct Answer:** A
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 95**
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: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 96**
The remediation plan should be evaluated at what point in the change lifecycle?

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

**Correct Answer:** A
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 97**
Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management
B. Change and release and deployment management
C. Incident and event management
D. Knowledge and service level management

**Correct Answer:** C
**Section: Major Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 98**
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: Major Processes**
**Explanation**

**Explanation/Reference:**

**QUESTION 99**
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

**Correct Answer:** D
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 100**

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

A. Request fulfilment
B. Service portfolio management
C. Service desk
D. IT finance

**Correct Answer:** A
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 101**
Which of the following would be examined by a major problem review?

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

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

**Correct Answer:** D
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 102**
Availability management is directly responsible for the availability of which of the following?

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

**Correct Answer:** A
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 103**
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: Minor Processes**

**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 104**
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

**Correct Answer:** D
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 105**
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: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 106**
Which of the following are basic concepts used in access management?

A. Personnel, electronic, network, emergency, identity
B. Rights, access, identity, directory services, service/service components
C. Physical, personnel, network, emergency, service
D. Normal, temporary, emergency, personal, group

**Correct Answer:** B
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 107**
Which one of the following do major incidents require?

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

**Correct Answer:** A

**QUESTION 108**
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

**Correct Answer:** B
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 109**
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 management

**Correct Answer:** A
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 110**
Which one 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

**Correct Answer:** D
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 111**
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: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

## QUESTION 112
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

**Correct Answer:** B
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

## QUESTION 113
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

**Correct Answer:** B
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

## QUESTION 114
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

**Correct Answer:** B
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

## QUESTION 115
Which of the following is service transition planning and support NOT responsible for?

A. Prioritizing conflicts for service transition resources
B. Coordinating the efforts required to manage multiple simultaneous transitions
C. Maintaining policies, standards and models for service transition activities and processes

D.  Detailed planning of the build and test of individual changes

**Correct Answer:** D
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 116**
Which statement about the service portfolio is TRUE?

A.  The service portfolio includes all 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

**Correct Answer:** D
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 117**
Which one of the following is an objective of release and deployment management?

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

**Correct Answer:** D
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 118**
Which one of the following is the BEST definition of reliability?

A.  The availability of a service or component
B.  The level of risk that affects a service or process
C.  How long a service or configuration item (CI) can perform its function without failing
D.  How quickly a service or component can be restored to normal working order

**Correct Answer:** C
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 119**
Which of the following types of service should be included in the scope of service portfolio management?

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

3. Those that have been withdrawn from service

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

**Correct Answer:** B
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 120**
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

**Correct Answer:** A
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 121**
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

**Correct Answer:** A
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 122**
Where should the following information be stored?

1. The experience of staff
2. Records of user behaviour
3. Supplier's abilities and requirements
4. User skill levels

A. The change schedule
B. The service portfolio
C. A configuration management database (CMDB)
D. The service knowledge management system (SKMS)

**Correct Answer:** D
**Section: Minor Processes**
**Explanation**

**Explanation/Reference:**


**QUESTION 123**
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

**Correct Answer:** B
**Section: Functions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 124**
Which function or process would provide staff to monitor events in an operations bridge?

A. Technical management
B. IT operations management
C. Request fulfilment
D. Applications management

**Correct Answer:** B
**Section: Functions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 125**
Which of the following BEST describes technical management?

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

**Correct Answer:** D
**Section: Functions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 126**
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

**Correct Answer:** C
**Section: Functions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 127**
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

**Correct Answer:** D
**Section: Functions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 128**
Which one of the following activities does application management perform?

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 storage devices will be
D. Agreeing the service levels for the service supported by the application

**Correct Answer:** B
**Section: Functions**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 129**
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: Functions**
**Explanation**

**Explanation/Reference:**

**QUESTION 130**
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

**Correct Answer:** B
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 131**
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

**Correct Answer:** C
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 132**
A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity
B. Perform an activity
C. Be kept up-to-date on the progress of an activity
D. Manage an activity

**Correct Answer:** C
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 133**
Which role is responsible for carrying out the activities of a process?

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

**Correct Answer:** D
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 134**
Which role is accountable for the operational management of a process?

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

**Correct Answer:** B
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 135**
What is a RACI model used for?

A. Performance analysis
B. Recording configuration items
C. Monitoring services
D. Defining roles and responsibilities

**Correct Answer:** D
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 136**
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

**Correct Answer:** B
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 137**
Who is responsible for defining metrics for change management?

A. The change management process owner
B. The change advisory board (CAB)
C. The service owner

D. The continual service improvement manager

**Correct Answer:** A
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 138**
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

**Correct Answer:** B
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 139**
Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

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

**Correct Answer:** A
**Section: Roles**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 140**
Which of the following activities would be performed by a process manager?

1. Monitoring and reporting on process performance
2. Identifying improvement opportunities
3. Appointing people to required roles

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

**Correct Answer:** A
**Section: Roles**
**Explanation**

**Explanation/Reference:**