

1. Which of the following best means Combination of Internal & External Sourcing?
  - A. Internal Sourcing-
  - B. External Sourcing
  - C. **Co-Sourcing**
  - D. Managed Services
  
2. Major Incidents require?
  - A. **Separate procedures**
  - B. Less urgency
  - C. Longer timescales
  - D. Less documentation
  
3. Which of the following CANNOT be stored and managed by a tool?
  - A. Knowledge
  - B. Information
  - C. **Wisdom**
  - D. Data
  
4. The spell check module of a word-processing software package contains a number of errors. The Development department has corrected these errors in a new version. Which process is responsible for ensuring this updated version is tested?
  - A. Configuration Management
  - B. Incident Management
  - C. Problem Management
  - D. **Release Management**

5. **The Plan-Do-Check-Act cycle can be used to plan and implement Service Management Processes: How many times should each stage of the cycle be visited?**
- A. There should be a single Plan and Do, and then Check and Act should be carried out multiple times to Implement Continual Improvement
  - B. Each stage should be carried out once in the order Plan-Do-Check-Act**
  - C. The entire cycle should be repeated multiple times to Implement Continual Improvement
  - D. There should be a single %n. then the Do-Check-Act cycle should be repeated multiple times to Implement Continual improvement
6. **Consider the following statements:**
- “Processes” should be implemented in such a way that the “Role” and “Function” in an organization are defined
  - The RACI model is beneficial to design Function”
- Which of the above statements are CORRECT?
- A. 1 Only
  - B. Both of the above
  - C. Neither of the above
  - D. 2 only**
7. **Which of the following is the process rather than a department?**
- A. Application Management
  - B. Operations Management
  - C. Service Desk
  - D. Availability Management**
8. **Which of the following statements fully describes the aim of Release and Deployment Management?**
- A. To build, test and deliver the capability to provide the services specified by Service Design and that will accomplish the stakeholders’ requirements and deliver the Intended objectives**
  - B. To ensure that each release package specified by Service Design consists of a set of related assets and service components that are compatible with each other
  - C. To ensure that all release and deployment packages can be tracked, installed, tested, verified, and/or uninstalled or backed out if appropriate
  - D. To record and manage deviations, risks, and issues related to the new or changed service
9. **Which of the following may be defined in a process?**
- i. Roles
  - ii. Activities
  - iii. Functions

- iv. Guidelines
- v. Standards
- vi. Governance Framework
  - A. 1, 2, 3 and 5 only
  - B. All of the above
  - C. 1, 2, 5 and 6 only
  - D. 1, 2, 4, and 5 only

**10. A Service Provider is?**

- A. An organization supplying services to one or more external customers
- B. An organization supplying services to one or more internal customers or external customers
- C. An organization supplying services to one or more internal customers
- D. **An organization supplying IT services**

**11. Which ITIL process has the objective of helping to monitor the IT services by maintaining a logical model of the IT infrastructure and IT services?**

- A. Capacity Management
- B. Change Management
- C. **Configuration Management**
- D. Financial Management for IT services

**12. The Design Manager Is responsible for the overall coordination and deployment of quality solution designs for services and processes. Which of the following are NOT responsibilities included In this role?**

- A. Produce and maintain all necessary Service Transition Packages
- B. **Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization**
- C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- D. Measuring the effectiveness and efficiency of the Service Design and supporting processes

**13. Of which ITIL process are Reliability, Serviceability and Maintainability components?**

- A. IT Service Continuity Management
- B. Service Level Management
- C. Problem Management
- D. **Availability Management**

**14. Which of the following statements is true about Access Management?**

- A. The Process responsible for allowing Users to make use of IT Services, data, or other Assets.
- B. Access Management helps to protect the Confidentiality, Integrity and Availability of Assets by ensuring that only authorized Users are able to access or modify the Assets.
- C. Access Management is sometimes referred to as Rights Management or Identity Management.
- D. All of above

**15. What aspects would you not expect to see in a Service Level report designed for the customer?**

- A. The average utilization level of the Service Desk
- B. The level of availability realized and the time not available per period
- C. The percentage of incidents that was resolved within the target
- D. The successful and reverted Changes during a specific period

**16. Availability Management is responsible for availability of?**

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

**17. What is the difference between a process and a project?**

- A. A process is continuous and has no end date, whereas a project has a finite lifespan.
- B. A project is continuous and has no end date, whereas a process has a finite lifespan.
- C. A process stops when the objective has been achieved, whereas a project does not stop when the objective is met.
- D. In a project the focus is not on the result, whereas with a process the result is important

**18. Which of the following is the correct set of steps for the Continual Service improvement (CSI) Model?**

- 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. identifies 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?

19. **What is the meaning of the term Serviceability?**
- A. The degree of availability of the IT services that can be offered
  - B. The degree of support that the Service Desk provides to the customer
  - C. **The degree to which the provision of IT services can be supported by maintenance contracts**
  - D. The degree to which the services agreed in the Service Level Agreement (SLA) are complied with
20. **A user reports a PC problem to the Service Desk. A Service Desk representative determines that the PC is defective and indicates that according to the services catalogue, the PC will be replaced within three hours. Which ITIL process is responsible for having this user's PC replaced within three hours?**
- A. Availability Management
  - B. **Change Management**
  - C. Configuration Management
  - D. Service Level Management
21. **Which of the following statements is CORRECT?**
- A. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)
  - B. The Service Knowledge Management System (SKMS) is part of the CMS
  - C. **The KEDB and the CMS form part of the larger SKMS**
  - D. The CMS is part of the Configuration Management Data Base (CMDB)
22. **Information is regularly exchanged between Problem Management and Change Management. What information is this?**
- A. Known Errors from Problem Management, on the basis of which Change Management can generate Requests for Change (RFCs)
  - B. **RFCs resulting from Known Errors**
  - C. RFCs from the users that Problem Management passes on to Change Management
  - D. RFCs from the Service Desk that Problem Management passes on to Change Management
23. **Which form of outsourcing provides domain based business expertise?**
- A. Application Service Provision
  - B. Business Process Outsourcing
  - C. **Knowledge Process Outsourcing**
  - D. Co-Sourcing

24. Where are activities documented with the aim of improving an IT service?
- A. Service Catalogue
  - B. **B. Service Improvement Program**
  - C. C. Service Level Agreement (SLA)
  - D. D. Service Quality Plan (SQP)
25. Changes are divided into categories.  
What criterion defines a category for a change?
- A. **The consequences of the change such as limited, substantial, significant, etc.**
  - B. B. The speed with which the change is made
  - C. C. The sequence in which the change is made
  - D. D. The Request for Change number that the change is assigned
26. In IT Service Continuity Management various precautionary measures are taken, for example using an emergency power provision.  
Which of the following ITIL processes could also initiate this kind of measure?
- A. **Availability Management**
  - B. Capacity management
  - C. Change Management
  - D. Incident Management
27. What is a request to replace something within the IT infrastructure called?
- A. Replacement Request
  - B. **Request for Change**
  - C. Request for Release
  - D. Service Request
28. Which ITIL process manager requires a report specifying the duration of an interruption of a Configuration Item?
- A. **Availability Manager**
  - B. Incident Manager
  - C. Problem Manager
  - D. Service Level Manager

29. Which of the following steps from the continual improvement Model is missing?

1. What Is the vision?
  2. Where are we now?
  3. Where do we want to be?
  4. How do we get there?
  5. Did we get there?
  6. ?
- A. What is the ROI
- B. How much did it cost.
- C. How do we keep the momentum going.
- D. What is the VOI?

30. Which of the following best describes the goal of Information Security Management Process?

- A. To align IT security with business security and ensure that information security is effectively managed in all service and Service Management activities’.
- B. To ensure that that the information security risks are appropriately managed and enterprise information resources are used responsibly.
- C. To provide a focus for all aspects of IT security and manage all IT security activities.
- D. To provide the strategic direction for security activities and ensures objectives are achieved

31. Which of the following statements about Supplier and Contract Database (SCD) are correct?

1. A database or structured Document used to manage Supplier Contracts throughout their Lifecycle.
  2. The SCD contains key Attributes of all Contracts with Suppliers
  3. Its never part of the Service Knowledge Management System.
  4. Maintaining it is responsibility of Supplier management process
- A. 1 & 2 only
- B. B. 1, 2 & 3
- C. C. 1, 2 & 4
- D. D. All of above

32. Which of the following will complete the Four P's of Service Design?

1. Perspectives
  2. Positioning
  3. Plan
  4. ???
- A. People
- B. Product
- C. **Patterns**
- D. Partners

33. What does Mean Time to Repair (MTTR) mean?

- A. Average uptime of a service
- B. **Average downtime of a service**
- C. Average time between two consecutive incidents
- D. Average time of the breakdown-free period within a measured period

34. Which of the following statements is true about the term Event?

- A. A change of state which has significance for the management of a Configuration Item or IT service.
- B. The term Event is also used to mean an Alert or notification created by any IT Service, configuration Item or Monitoring tool.
- C. Events typically require IT Operations personnel to take actions, and often lead to Incidents being logged
- D. **All of above**

35. Which of the following is the best description of the contents of the Definitive Media Library (DML)?

- A. Copies of all software versions that are needed
- B. Copies of all live software programs
- C. **Authorized versions of all software used on the infrastructure**
- D. Software awaiting user acceptance testing

**36. Application Portfolio**

1. A database or structured Document used to manage Applications throughout their Lifecycle.
2. The Application Portfolio contains key Attributes of all Applications.
3. The Application Portfolio is sometimes implemented as part of the Service Portfolio, or as part of the Configuration Management System.

Which of the above statements is correct?

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

**37. Which of the following best describes Fault Tolerance?**

- A. **The ability of an IT Service or Configuration Item to continue to operate correctly after Failure of a Component part.**
- B. The ability of a third-party supplier to meet the terms of their contract. Often this contract will include agreed levels of availability, reliability and/or maintainability for a supporting service or component.
- C. A measure of how quickly and effectively a service, component or CI can be re-stored to normal working after a failure.
- D. A measure of how long a service, component or CI can perform its agreed function without interruption

**38. Which of the following questions is NOT answered by Capacity Plan?**

- A. Capacity Forecasts
- B. Recommendations
- C. Components and resource forecasts
- D. **Countermeasures for risks**

**39. How can an organization determine the effectiveness of the Service Level Management process?**

- A. By checking contracts with suppliers
- B. **By measuring customer satisfaction**
- C. By defining service levels
- D. By reporting on all incidents

**40. What is the first activity when implementing a release?**

- A. Designing and building a release
- B. Testing a release
- C. **Compiling the release schedule**
- D. Communicating and preparing the release