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**QUESTION: 1**

The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

- A. Continual Service Improvement
- B. Service Strategy
- C. Service Design
- D. Service Transition

**Answer: B**

**QUESTION: 2**

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

- A. Service Level Management
- B. Service Catalogue Management
- C. Demand Management
- D. Service Transition

**Answer: B**

**QUESTION: 3**

Which of the following is NOT an example of a Service Provider Type?

- A. Internal service provider
- B. External service provider
- C. Third-party provider
- D. Shared services unit

**Answer: C**

**QUESTION: 4**

Which of the following BEST describes 'Partners' in the phrase?

"People, Processes, Products and Partners"

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The Facilities Management function

**Answer: A**

**QUESTION: 5**

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

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

**Answer: B**

**QUESTION: 6**

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of Service Level Agreements (SLAs)
- B. Development, negotiation and agreement of contracts
- C. Development, negotiation and agreement of the Service Portfolio
- D. Development, negotiation and agreement of organizational Level Agreements (OLAs)

**Answer: B**

**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

**Answer: B**

**QUESTION: 8**

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

- 1. Risk assessment
  - 2. Testing of resilience mechanisms
  - 3. Monitoring of component availability
- 
- A. All of the above
  - B. 1 and 2 only
  - C. 1 and 3 only
  - D. 2 and 3 only

**Answer: B**

**QUESTION: 9**

The BEST definition of an Incident is:

- A. An unplanned disruption of service unless there is a backup to that service

- B. An unplanned interruption or reduction in the quality of an IT 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

**Answer: B**

**QUESTION: 10**

Which of the following statements about communication within Service Operation are CORRECT?

- 1. All communication must have an intended purpose or resultant action
- 2. Communication should not take place without a clear audience

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

**Answer: C**

**QUESTION: 11**

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

**Answer: C**

**QUESTION: 12**

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

**Answer: B**

**QUESTION: 13**

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

- A. Act

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

**Answer: D**

**QUESTION: 14**

What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. Did we get there?
6. ?

- A. What is the Return On Investment (ROI)?
- B. How much did it cost?
- C. How do we keep the momentum going?
- D. What is the Value On Investment (VOI)?

**Answer: C**

**QUESTION: 15**

Which of the following do Service Metrics measure?

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

**Answer: C**

**QUESTION: 16**

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

**Answer: A**

**QUESTION: 17**

A change process model should include:

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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

**Answer: A**

### **QUESTION: 18**

Which of the following would be defined as part of every process?

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

**Answer: D**

### **QUESTION: 19**

What does a service always deliver to customers?

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

**Answer: C**

### **QUESTION: 20**

Which is the BEST definition of a Configuration Item (CI)?

- A. An item of hardware or software registered in the asset database  
B. A collection of information used to describe a hardware or software item

- C. An asset, service component or other item that is, or will be, under the control of Configuration Management
- D. Information recorded by the Service Desk when an Incident is reported

**Answer: C**

**QUESTION: 21**

What would you use the seven Rs of Change Management for?

- A. To assist with the impact analysis for a Change request
- B. To review changes after they have been implemented
- C. To allocate the roles and responsibilities during the Change Management process
- D. To act as a framework for implementing a Change

**Answer: A**

**QUESTION: 22**

A Known Error has been raised after diagnosis of a Problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes
- B. No, the workaround must be found before a Known Error is created
- C. No, a Known Error can only be raised after the permanent resolution has been implemented
- D. No, a Known Error must be raised at the same time as a problem

**Answer: A**

**QUESTION: 23**

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

**Answer: C**

**QUESTION: 24**

Defining the processes needed to operate a new service is part of:

- 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

**Answer: A**

**QUESTION: 25**

In the Continual Service Improvement (CSI) model, the stage 'How do we get there?' 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

**Answer: B**

**QUESTION: 26**

Which of the following do Technology metrics measure?

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

**Answer: A**

**QUESTION: 27**

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual Service Improvement
- B. Business Relationship Management
- C. Service Level Management
- D. Availability Management

**Answer: C**

**QUESTION: 28**

Which stage of the Change Management process deals with what should be done if the change is unsuccessful?

- A. Remediation Planning
- B. Categorization
- C. Prioritization
- D. Review and Close

**Answer: A**

**QUESTION: 29**

"Service Management is a set of specialised organizational capabilities for providing value to customers in the form of services".

These specialised organizational capabilities include which of the following?

- A. Applications and Infrastructure
- B. Functions and Processes
- C. Service Pipeline and Service Catalogue
- D. Markets and Customers

**Answer: B**

**QUESTION: 30**

Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

1. Assessing the impact and cause of Incidents and Problems
2. Assessing the impact of proposed Changes
3. Planning and designing a Change to an existing service
4. Planning a technology refresh or software upgrade

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

**Answer: B**