

Document Control Information

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The ITIL[®] v.3. Foundation Examination

ITIL[®] v. 3 Foundation Examination: Sample Paper 5, version 3.0

Multiple Choice

Instructions

1. All 40 questions should be attempted.
2. There are no trick questions.
3. All answers are to be marked on the original examination paper.
4. Please use a pen to mark your answers with either a ✓ or x .
5. You have 1 hour to complete this paper.
6. You must get 26 or more correct to pass.

Candidate Number:

- 1 Which of the following statements about the Service Desk are CORRECT?
1. The Service Desk is a function that provides a means of communication between IT and its users for all operational issues
 2. The Service Desk is always the owner of the Incident Management process
- a) 2 only
- b) 1 only
- c) Both of the above
- d) Neither of the above
- 2 Which of the following are characteristics of every process?
1. It is measurable
 2. It is timely
 3. It delivers a specific result
 4. It delivers its primary results to a customer or stakeholder
- a) 1, 2, and 3 only
- b) 1, 2, and 4 only
- c) 1, 3, and 4 only
- d) All of the above
- 3 Which of the following would NOT be stored in the Definitive Media Library (DML)?
- a) Master copies of software
- b) Backups of application data
- c) Software licences
- d) Master copies of controlled documentation
- 4 Setting policies and objectives is the PRIMARY concern of which of the following elements of the Service Lifecycle?
- a) Service Strategy
- b) Service Strategy and Continual Service Improvement
- c) Service Strategy, Service Transition and Service Operation
- d) Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

- 5 The MAIN goal of Availability Management is:
- a) To monitor and report availability of services and components
 - b) To ensure that all targets in Service Level Agreements (SLAs) are met
 - c) To guarantee availability levels for services and components
 - d) To ensure that service availability matches or exceeds the agreed needs of the business
- 6 What is the BEST definition of an Incident Model?
- a) The template used to define the Incident logging form used to report Incidents
 - b) A type of Incident involving a standard (or model) type of Configuration Item (CI)
 - c) A set of pre-defined steps to be followed when dealing with a known type of Incident
 - d) An Incident that is easy to solve
- 7 The priority of an Incident is BEST described as:
- a) The relative importance of the Incident based on impact and urgency
 - b) The speed with which the Incident needs to be resolved
 - c) The number of staff that will be assigned to work on the Incident so that it is resolved in time
 - d) The escalation path that will be followed to ensure resolution of the Incident
- 8 Which are the missing Service Operation processes from the following?
- 1. Incident Management
 - 2. Problem Management
 - 3. Access Management
 - 4. ?
 - 5. ?
- a) Event Management and Request Fulfilment
 - b) Event Management and Service Desk
 - c) Facilities Management and Event Management
 - d) Change Management and Service Level Management

- 9 What is the CORRECT order of the first four activities in the 7 Step Improvement Process?
- a) Define what you should measure, define what you can measure, gather data and process data
 - b) Gather data, process data, analyse data and present data
 - c) What is the vision, where are we now, what do we want to be, how do we get there?
 - d) Gather data, process data, define what you should measure and define what you can measure
- 10 Which of the following is NOT one of the ITIL core publications?
- a) Service Optimisation
 - b) Service Transition
 - c) Service Design
 - d) Service Strategy
- 11 Which of the following statements about Supplier Management is INCORRECT?
- a) Supplier Management negotiates Operational Level Agreements (OLAs) with internal groups to support the delivery of services
 - b) Supplier Management ensures that suppliers meet business expectations
 - c) Supplier Management maintains information in a Supplier and Contract Database
 - d) Supplier Management negotiates external agreements to support the delivery of services
- 12 What is the role of the Emergency Change Advisory Board (ECAB)?
- a) To assist the Change Manager in ensuring that no urgent Changes are made during particularly volatile business periods
 - b) To assist the Change Manager by implementing Emergency Changes
 - c) To assist the Change Manager in evaluating Emergency Changes and to decide whether the Change should be approved
 - d) To assist the Change Manager in speeding up the Emergency Change Process so that no unacceptable delays occur

- 13 Which of the following BEST describes a Local Service Desk structure?
- a) A Service Desk that also provides onsite technical support to its users
 - b) A Service Desk where analysts only speak one language
 - c) A Service Desk that is situated in the same location as the users it serves
 - d) A Service Desk that could be in any physical location but uses telecommunications and IT systems to make it appear that they are in the same location
- 14 Which of the following statements is CORRECT?
- 1. Continual Service Improvement (CSI) provides guidance on how to improve process efficiency and effectiveness
 - 2. CSI provides guidance on how to improve services
 - 3. CSI provides guidance on the improvement of all phases of the Service Lifecycle
 - 4. CSI provides guidance on the measurement of processes and services
- a) 1 and 2 only
 - b) 2 only
 - c) 1, 2 and 3 only
 - d) All of the above
- 15 Which of the following is the CORRECT description of 'normal service operation'?
- a) The response time of the service meets user expectations
 - b) The service is providing all functionality and performance that the business wants
 - c) The service is operating within the limits defined in the Service Level Agreement (SLA)
 - d) All users are able to log into the service and use it
- 16 Which of the following is a Service Owner responsible for?
- a) Continual Improvement of the service
 - b) Designing and documenting a service
 - c) Carrying out the Service Operations activities needed to support a service
 - d) Producing a Balanced Scorecard showing the overall status of all services

- 17 What does the 'Service V model' represent?
- a) A strategy for the successful completion of all Service Management projects
 - b) The path to Service Delivery and Service Support for efficient and effective utilisation of resources
 - c) Levels of testing required to deliver a Service Capability
 - d) The business perspective as perceived by the customer and the user of services
- 18 The BEST definition of an Event is:
- a) An occurrence where a performance threshold has been exceeded and an agreed Service Level has already been impacted
 - b) An occurrence that is significant for the management of the IT Infrastructure or delivery of services
 - c) A known system defect that generates multiple Incident reports
 - d) A planned meeting of customers and IT staff to announce a new service or improvement programme
- 19 What is the RACI model used for?
- a) Documenting the roles and relationships of stakeholders in a process or activity
 - b) Defining requirements for a new service or process
 - c) Analysing the business impact of an Incident
 - d) Creating a Balanced Scorecard showing the overall status of service management
- 20 Which of the following statements is CORRECT for all IT services?
- a) They deliver resources and capabilities to customers
 - b) They deliver costs and risks to customers
 - c) They deliver business solutions to customers
 - d) They deliver value to customers

- 21 Defining the functional requirements for a new service is part of:
- a) Service Operation: Application Management
 - b) Service Strategy: Service Portfolio Management
 - c) Service Design: Design the technology architecture
 - d) Service Design: Design the service solutions
- 22 The four stages of the Deming Cycle are?
- a) Plan, Measure, Monitor, Report
 - b) Plan, Check, Re-Act, Implement
 - c) Plan, Do, Act, Audit
 - d) Plan, Do, Check, Act
- 23 Which of the following BEST describes a Workaround?
- a) A technician uses a pre-defined technique to restore service, as this Incident has been seen before
 - b) A technician tries several approaches to solve an Incident. One of them works, although he does not know why
 - c) After reporting the Incident to the Service Desk, the user works on alternative tasks while the problem is identified and resolved
 - d) A device works intermittently, allowing the user to continue working at degraded levels of performance while the technician diagnoses the Incident
- 24 Operations Control refers to:
- a) The managers of the Technical and Applications Management functions
 - b) Overseeing the execution and monitoring of operational activities and Events
 - c) The tools used to monitor and display the status of the IT Infrastructure and Applications
 - d) The situation where the Service Desk is required to monitor the status of the infrastructure when Operators are not available

- 25 Which of the following is the CORRECT description of the Four Ps of Service Design?
- a) A four step process for the design of effective Service Management
 - b) A definition of the people and products required for successful design
 - c) A set of questions that should be asked when reviewing design specifications
 - d) The four major areas that need to be considered in the design of effective Service Management
- 26 What is the main reason for establishing a Baseline?
- a) To standardise operation
 - b) For knowing the cost of services provided
 - c) For roles and responsibility to be clear
 - d) For later comparison
- 27 Which of the following statements is CORRECT?
- 1. Only one person can be responsible for an activity
 - 2. Only one person can be accountable for an activity
- a) Both of the above
 - b) 1 only
 - c) 2 only
 - d) Neither of the above
- 28 The objective of Service Asset and Configuration Management is most accurately described as:
- a) To understand the performance characteristics of assets and Configuration Items (CIs) in order to maximise their contribution to service levels
 - b) To manage service assets and CIs from an operational perspective
 - c) To ensure that assets and CIs deliver the business outcomes they were designed to achieve
 - d) To define and control the components of services and infrastructure and maintain accurate configuration records

- 29 An Incident occurs when:
1. A user is unable to access a service during service hours
 2. An authorised IT staff member is unable to access a service during service hours
 3. A network segment fails and the user is not aware of any disruption to service
 4. A user contacts the Service Desk about slow performance of an application
- Which of the above statements is CORRECT?
- a) All of the above
 - b) 1 and 4 only
 - c) 2 and 3 only
 - d) None of the above
- 30 Which of the following BEST describes the purpose of Event Management?
- a) The ability to detect Events, make sense of them and determine the appropriate control action
 - b) The ability to implement monitoring tools
 - c) The ability to monitor and control the activities of technical staff
 - d) The ability to report on the successful delivery of services by checking the uptime of infrastructure devices
- 31 What does "Warranty of a service" mean?
- a) The service is fit for purpose
 - b) There will be no failures in applications and infrastructure associated with the service
 - c) All service-related problems are fixed free of charge for a certain period of time
 - d) Customers are assured of certain levels of availability, capacity, continuity and security

32 Which of the following statements are CORRECT?

Service Transition provides guidance on...

1. Moving new and changed services into production
2. Testing
3. The transfer of services to or from an external service provider

- a) 1 and 2 only
- b) 1 only
- c) All of the above
- d) 1 and 3 only

33 Which of the following is a benefit of using Service Design tools?

- a) To help ensure that standards and conventions are followed
- b) To help ensure that Events are detected as quickly as possible
- c) To help enable different applications to work together
- d) To help implement architectures that support the business strategy

34 Which of these is NOT a type of Change?

- a) Standard Change
- b) Normal Change
- c) Critical Change
- d) Emergency Change

35 Which of the following is NOT an objective of Service Operation?

- a) Thorough testing to ensure that services are designed to meet business needs
- b) To deliver and manage IT services
- c) To manage the technology used to deliver services
- d) To monitor the performance of technology and processes

- 36 Incident Management provides value to the business by:
- a) Helping to control infrastructure cost of adding new technology
 - b) Enabling users to resolve Problems
 - c) Helping to align people and process for the delivery of service
 - d) Contributing to the reduction of impact of service outages
- 37 Which of the following areas would technology help to support during the Service Design phase of the Lifecycle?
- 1. Hardware design
 - 2. Environmental design
 - 3. Process design
 - 4. Software design
- a) 1, 3 and 4 only
 - b) 1, 2 and 3 only
 - c) All of the above
 - d) 2, 3 and 4 only
- 38 Which of the following activities is Service Level Management (SLM) responsible for?
- a) Designing the Configuration Management system from a business perspective
 - b) Creating technology metrics to align with customer needs
 - c) Discussing service achievements with customers
 - d) Training Service Desk staff how to deal with customer complaints about service
- 39 The following options are considered within which process?
- 1. Big Bang vs Phased
 - 2. Push and Pull
 - 3. Automated vs Manual
- a) Incident Management
 - b) Release and Deployment Management
 - c) Service Asset and Configuration Management
 - d) Service Catalogue Management

- 40 Which of the following are the three main types of metrics as defined in Continual Service Improvement (CSI)?
1. Process Metrics
 2. Supplier Metrics
 3. Service Metrics
 4. Technology Metrics
 5. Business Metrics
- a) 1, 2 and 3
 - b) 2, 4 and 5
 - c) 1, 3 and 4
 - d) 1, 2 and 4