



Exam : EX0-101

Title : ITIL Foundation v.3

Ver : 02-6-2009

QUESTION 1:

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

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

Answer: A

QUESTION 2:

What is a RACI model used for?

- A. Defining roles and responsibilities
- B. Monitoring services
- C. Performance analysis
- D. Recording Configuration Items

Answer: A

QUESTION 3:

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

Answer: A

QUESTION 4:

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

Answer: A

QUESTION 5:

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

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

Answer: B

QUESTION 6:

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimise the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimise salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Answer: B

QUESTION 7:

Which of the following statements is INCORRECT?

- A. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- B. The SKMS is part of the Configuration Management System (CMS)
- C. The SKMS can include data on the performance of the organization
- D. The SKMS can include user skill levels

Answer: B

QUESTION 8:

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

EX0-101

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

Answer: C

QUESTION 9:

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 Market Spaces
- C. The design of new or changed services
- D. The design of the technology architecture and management systems

Answer: B

QUESTION 10:

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

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

Answer: D

QUESTION 11:

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

- A. Service Catalogue Manager
- B. IT Designer/Architect
- C. Process Manager
- D. Supplier Manager

Answer: D

QUESTION 12:

Which is the correct combination of Service Management terms across the Lifecycle?

- A. 1A, 2B, 3C, 4D
- B. 1C, 2D, 3A, 4B
- C. 1C, 2B, 3A, 4D
- D. 1B, 2C, 3D, 4A

Answer: C

QUESTION 13:

A plan for managing the end of a supplier contract should be created when?

- A. The contract is being negotiated
- B. The contract is about to be ended
- C. The Supplier Manager decides that there is a risk the contract might need to end soon
- D. The contract has been agreed

Answer: A

QUESTION 14:

Which of the following sentences BEST describes a Standard Change?

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

Answer: B

QUESTION 15:

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To deliver and support IT Services at agreed levels to business users and customers
- D. To design and build processes that will meet business needs

Answer: C

QUESTION 16:

Exhibit:

EX0-101

- | |
|--|
| <ol style="list-style-type: none">1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation2. All of the phases of the lifecycle are concerned with the value of IT services |
|--|

Please refer to the exhibit:

Which of the statements is CORRECT for every process?

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

Answer: A

QUESTION 17:

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimise the cost of training them
- B. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
- C. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- D. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimise salaries

Answer: C

QUESTION 18:

Exhibit:

- | |
|---|
| <ol style="list-style-type: none">1. How do we prioritize investments across a portfolio?2. What services to offer and to whom?3. What are the Patterns of Business Activity (PBA)? |
|---|

Which of the questions does Service Strategy help answer with its guidance?

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

Answer: D

QUESTION 19:

Effective release and deployment management enables the service provider to add value to the business by?

- A. Ensuring that all assets are accounted for
- B. Ensures that the fastest servers are purchased
- C. Delivering change, faster and at optimum cost and minimized risk
- D. Verifying the accuracy of all items in the configuration management database

Answer: C

QUESTION 20:

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
- C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- D. The entire cycle should be repeated multiple times to implement Continual Improvement

Answer: D

QUESTION 21:

Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analysed from which other area of the lifecycle in order to answer the question "Did we get there?"?

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

Answer: C

QUESTION 22:

Exhibit:

- | |
|--|
| <ol style="list-style-type: none">1. Agreeing targets in Service Level Agreements2. Designing the service so it can meet the targets3. Ensuring all needed contracts and agreements are in place |
|--|

Please refer to the exhibit.

EX0-101

Which of the following are responsibilities of a Service Level Manager?

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

Answer: A

QUESTION 23:

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
- B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
- C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Answer: B

QUESTION 24:

In many organisations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through 1st and 2nd line
- B. Only manage Incidents effectively through the 1st line
- C. Only manage Incidents effectively at the 3rd line
- D. Manage Incidents effectively through 1st, 2nd and 3rd line

Answer: D

QUESTION 25:

Which of the following statements is CORRECT?

- A. The CMS is part of the Configuration Management Data Base (CMDB)
- B. The KEDB and the CMS form part of the larger SKMS
- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The Configuration Management System (CMS) is part of the Known Error Data Base

(KEDB)

Answer: B

QUESTION 26:

The MAIN purpose of the Service Portfolio is to describe services in terms of?

- A. Business Value
- B. Functionality
- C. IT Assets
- D. Service Level Requirements

Answer: A

QUESTION 27:

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

- A. Whether to buy an application or build it
- B. Should application development be outsourced
- C. Who the vendor of the storage devices will be
- D. Where the vendor of an application is located

Answer: A

QUESTION 28:

What is the entry point or the first level of the V model?

- A. Service Solution
- B. Customer / Business Needs
- C. Service Release
- D. Service Requirements

Answer: B

QUESTION 29:

What is the entry point or the first level of the V model?

- A. Customer / Business Needs
- B. Service Release
- C. Service Requirements
- D. Service Solution

Answer: A

QUESTION 30:

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place
- C. Ensure delivery and support of a service
- D. Ensure service Key Performance Indicators (KPIs) are reported

Answer: C

QUESTION 31:

Contracts relating to an outsourced Data Centre would be managed by?

- A. Service Desk
- B. Facilities Management
- C. Technical Management
- D. IT Operations Control

Answer: B

QUESTION 32:

Which of the following are Service Desk organisational structures?

- 1. Local Service Desk
- 2. Virtual Service Desk
- 3. IT Help Desk
- 4. Follow the Sun

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

Answer: B

QUESTION 33:

"Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services". These specialised organisational capabilities include which of the following?

- A. Markets and Customers
- B. Functions and Processes
- C. People, products and technology
- D. Applications and Infrastructure

Answer: B

QUESTION 34:

Which of the following is NOT a valid objective of Request Fulfilment?

- A. To provide a channel for users to request and receive standard services
- B. To update the Service Catalogue with services that may be requested through the Service Desk
- C. To provide information to users about what services are available and how to request them
- D. To source and deliver the components of standard services that have been requested

Answer: B

QUESTION 35:

Effective release and deployment management enables the service provider to add value to the business by?

- A. Ensures that the fastest servers are purchased
- B. Delivering change, faster and at optimum cost and minimized risk
- C. Verifying the accuracy of all items in the configuration management database
- D. Ensuring that all assets are accounted for

Answer: B

QUESTION 36:

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

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

Answer: B

QUESTION 37:

EX0-101

What are the three Service Provider business models?

- A. Internal Service provider, External Service provider, Outsourced 3rd Party
- B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C. Internal Service provider, Outsourced 3rd party and Off-shore party
- D. Internal Service provider, External Service provider, Shared Service Provider

Answer: D

QUESTION 38:

Which of the following CANNOT be stored and managed by a tool?

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

Answer: C

QUESTION 39:

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Incident Management
- B. Requestfulfilment
- C. Release and Deployment Management
- D. Access management

Answer: B

QUESTION 40:

Exhibit:

- | |
|--|
| <ol style="list-style-type: none">1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation2. All of the phases of the lifecycle are concerned with the value of IT services |
|--|

Please refer to the exhibit.

Which of the following statements is CORRECT?

- A. Both of the above
- B. Neither of the above
- C. 2 only

D. 1 only

Answer: C

QUESTION 41:

The BEST description of the purpose of Service Operation is?

- A. To design and build processes that will meet business needs
- B. To deliver and support IT Services at agreed levels to business users and customers
- C. To decide how IT will engage with suppliers during the Service Management Lifecycle
- D. To proactively prevent all outages to IT Services

Answer: B

QUESTION 42:

Which of the following is NOT an aim of the Change Management process?

- A. Overall business risk is optimised
- B. Standardised methods and procedures are used for efficient and prompt handling of all Changes
- C. All budgets and expenditures are accounted for
- D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

Answer: C

QUESTION 43:

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

Answer: C

QUESTION 44:

Which of the following statements is CORRECT?

- A. The CMS is part of the Configuration Management Data Base (CMDB)
- B. The Configuration Management System (CMS) is part of the Known Error Data Base

(KEDB)

- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The KEDB and the CMS form part of the larger SKMS

Answer: D

QUESTION 45:

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

Answer: D

QUESTION 46:

Which is NOT a purpose of Service Transition?

- A. Ensure that a service can be managed, operated and supported.
- B. Provide quality knowledge of Change, Release and Deployment Mgmt.
- C. Plan and manage the capacity and resource requirements to manage a release.
- D. Provide training and certification in project management.

Answer: D

QUESTION 47:

Which of the following is the BEST definition of an Incident?

- A. Loss of ability to operate to specification, or to deliver the required output
- B. A change of state which has significance for the management of a Configuration Item or IT Service
- C. A warning that a threshold has been reached, something has changed, or a failure has occurred
- D. An unplanned interruption to an IT service or reduction in the quality of an IT service

Answer: D

QUESTION 48:

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements
- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

Answer: C

QUESTION 49:

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- C. The entire cycle should be repeated multiple times to implement Continual Improvement
- D. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

Answer: C

QUESTION 50:

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Access management
- B. Requestfulfilment
- C. Release and Deployment Management
- D. Incident Management

Answer: B

QUESTION 51:

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Answer: C

QUESTION 52:

EX0-101

Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

- A. Business Objectives, IT Objectives, Process Metrics
- B. Process Models, Goals and Objectives
- C. Vision and Strategy, Tactical Goals and Operational Goals
- D. Business and IT Strategy and Process Definitions

Answer: C

QUESTION 53:

Exhibit:

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

Please refer to the exhibit.

Which of the following statements is CORRECT for every process?

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

Answer: B

QUESTION 54:

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

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

Answer: A

QUESTION 55:

Which of the following sentences BEST describes a Standard Change?

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

Answer: D

QUESTION 56:

What is the definition of an Alert?

- A. An error message to the user of an application
- B. A warning that a threshold has been reached or that something has changed
- C. A type of Incident
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

Answer: B

QUESTION 57:

Which of the following would NOT be a task carried out by the Request Fulfilment process?

- A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Answer: C

QUESTION 58:

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Urgent Change Board (UCB)
- B. CAB Emergency Committee (CAB/EC)
- C. Emergency CAB (ECAB)
- D. Urgent Change Authority (UCA)

Answer: C

QUESTION 59:

Which of the following CANNOT be stored and managed by a tool?

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

Answer: B

QUESTION 60:

Which of the following is NOT a characteristic of a process?

- A. It is measurable
- B. Delivers specific results
- C. A method of structuring an organisation
- D. Responds to specific events

Answer: C

QUESTION 61:

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

- A. IT Designer/Architect
- B. Process Manager
- C. Service Catalogue Manager
- D. Supplier Manager

Answer: D

QUESTION 62:

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

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

Answer: D

QUESTION 63:

The difference between service metrics and technology metrics is BEST described as?

EX0-101

- A. Service metrics measure the end to end service; Technology metrics measure individual components
- B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
- C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
- D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

Answer: A

QUESTION 64:

The term 'Service Management' is best used to describe?

- A. Units of organisations with roles to perform certain activities
- B. A set of specialised organisational capabilities for providing value to customers in the form of services
- C. The management of functions within an organisation to perform certain activities
- D. A set of specialised organisational capabilities for providing functions to customers in the form of services

Answer: B

QUESTION 65:

Which of the following is the BEST definition of an Incident?

- A. A warning that a threshold has been reached, something has changed, or a failure has occurred
- B. An unplanned interruption to an IT service or reduction in the quality of an IT service
- C. A change of state which has significance for the management of a Configuration Item or IT Service
- D. Loss of ability to operate to specification, or to deliver the required output

Answer: B

QUESTION 66:

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

- A. The RequestFulfilment Process Manager
- B. The RequestFulfilment Process Owner
- C. The Service Desk Manager
- D. The Service Manager

Answer: B

QUESTION 67:

Which Service Design process makes the most use of data supplied by Demand Management?

- A. IT Service Continuity Management
- B. Service Level Management
- C. Service Catalogue Management
- D. Capacity Management

Answer: D

QUESTION 68:

Which of the following statements is CORRECT?

- A. The KEDB and the CMS form part of the larger SKMS
- B. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)
- C. The Service Knowledge Management System (SKMS) is part of the CMS
- D. The CMS is part of the Configuration Management Data Base (CMDB)

Answer: A

QUESTION 69:

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. CAB Emergency Committee (CAB/EC)
- B. Emergency CAB (ECAB)
- C. Urgent Change Board (UCB)
- D. Urgent Change Authority (UCA)

Answer: B

QUESTION 70:

What is a RACI model used for?

- A. Performance analysis
- B. Recording Configuration Items
- C. Defining roles and responsibilities

D. Monitoring services

Answer: C

QUESTION 71:

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business objectives
- B. The objective of any IT process should be expressed in terms of business benefits and goals
- C. A process may define policies, standards and guidelines
- D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

Answer: D

QUESTION 72:

Which of the following sentences BEST describes a Standard Change?

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

Answer: A

QUESTION 73:

What are the three Service Provider business models?

- A. Internal Service provider, External Service provider, Shared Service Provider
- B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C. Internal Service provider, External Service provider, Outsourced 3rd Party
- D. Internal Service provider, Outsourced 3rd party and Off-shore party

Answer: A

QUESTION 74:

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business

objectives

- B. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- C. The objective of any IT process should be expressed in terms of business benefits and goals
- D. A process may define policies, standards and guidelines

Answer: B

QUESTION 75:

A Service Level Agreement is?

- A. The part of a contract that specifies responsibilities of each party
- B. An agreement between the Service Provider and their customer
- C. An agreement between a Service Provider and an external supplier
- D. An agreement between the Service Provider and an internal organisation

Answer: B

QUESTION 76:

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Requirements, resources and capabilities needed and agreed
- B. Only requirements needed and agreed
- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

Answer: A

QUESTION 77:

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

- A. The Service Desk Manager
- B. The Service Manager
- C. The RequestFulfilment Process Manager
- D. The RequestFulfilment Process Owner

Answer: D

QUESTION 78:

EX0-101

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. 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 organisation
- B. Produce and maintain all necessary Service Transition packages
- 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 Service Design and the supporting processes

Answer: B

QUESTION 79:

Which is the correct combination of Service Management terms across the Lifecycle?

- A. 1C, 2B, 3A, 4D
- B. 1A, 2B, 3C, 4D
- C. 1C, 2D, 3A, 4B
- D. 1B, 2C, 3D, 4A

Answer: A

QUESTION 80:

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on responsiveness
- C. Vendor focused
- D. Extreme internal focus

Answer: D

QUESTION 81:

Which is the first step in the 7 Step Improvement Process?

- A. Where are we now?
- B. Identify gaps in Service Level Agreement (SLA) achievement
- C. Prepare for action
- D. Define what you should measure

Answer: D

QUESTION 82:

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- 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 organisation
- 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 Service Design and the supporting processes

Answer: A

QUESTION 83:

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

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

Answer: D

QUESTION 84:

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

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

Answer: B

QUESTION 85:

EX0-101

Which Service Design process makes the most use of data supplied by Demand Management?

- A. IT Service Continuity Management
- B. Service Catalogue Management
- C. Capacity Management
- D. Service Level Management

Answer: C

QUESTION 86:

Which of the following statements BEST describes a Definitive Media Library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure electronic library that contains all copies of software and licences
- C. A secure library where definitive authorised versions of all software and back-ups are stored and protected
- D. A secure library where definitive authorised versions of all media Configuration Items (CIs) are stored and protected

Answer: D

QUESTION 87:

The BEST description of the purpose of Service Operation is?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To design and build processes that will meet business needs
- C. To proactively prevent all outages to IT Services
- D. To deliver and support IT Services at agreed levels to business users and customers

Answer: D

QUESTION 88:

Which of the following is NOT an aim of the Change Management process?

- A. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system
- B. Overall business risk is optimised
- C. Standardised methods and procedures are used for efficient and prompt handling of all Changes
- D. All budgets and expenditures are accounted for

Answer: D

QUESTION 89:

Which of these is NOT a responsibility of Application Management?

- A. Ensuring that the correct skills are available to manage the infrastructure
- B. Providing guidance to IT Operations about how best to manage the application
- C. Deciding whether to buy or build an application
- D. Assisting in the design of the application

Answer: A

QUESTION 90:

What is a RACI model used for?

- A. Defining roles and responsibilities
- B. Performance analysis
- C. Recording Configuration Items
- D. Monitoring services

Answer: A

QUESTION 91:

Which is the first step in the 7 Step Improvement Process?

- A. Prepare for action
- B. Define what you should measure
- C. Identify gaps in Service Level Agreement (SLA) achievement
- D. Where are we now?

Answer: B

QUESTION 92:

What is the definition of an Alert?

- A. A type of Incident
- B. A warning that a threshold has been reached or that something has changed
- C. An error message to the user of an application
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

Answer: B

QUESTION 93:

Exhibit:

- | |
|---|
| <ol style="list-style-type: none">1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation2. All of the phase of the lifecycle are concerned with the value of IT services |
|---|

Please refer to the exhibit.

Which of the statements is CORRECT?

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

Answer: A

QUESTION 94:

To add value to the business, what are the four reasons to monitor and measure?

- A. Evaluate; Diagnose; Justify; Intervene
- B. Validate; Direct; Justify; Improve
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Answer: C

QUESTION 95:

In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

- A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery
- B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability
- C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed
- D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

Answer: D

QUESTION 96:

Which of the following CANNOT be stored and managed by a tool?

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

Answer: D

QUESTION 97:

Major Incidents require?

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

Answer: D

QUESTION 98:

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 the technology architecture and management systems
- C. The design of Market Spaces
- D. The design of new or changed services

Answer: C

QUESTION 99:

Which of the following is NOT an objective of Problem Management?

- A. Eliminating recurring Incidents
- B. Minimising the impact of Incidents that cannot be prevented
- C. Preventing Problems and resulting Incidents from happening
- D. Restoring normal service operation as quickly as possible and minimising adverse impact on the business

Answer: D

QUESTION 100:

Which of the following statements BEST describes a Definitive Media Library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorised versions of all software and back-ups are stored and protected
- C. A secure electronic library that contains all copies of software and licences
- D. A secure library where definitive authorised versions of all media Configuration Items (CIs) are stored and protected

Answer: D

QUESTION 101:

Which of the following BEST describes a 'Major Incident'?

- A. An Incident that is so complex that the Service Desk takes longer than five times the normal time to log it
- B. An Incident which requires a large number of people to resolve
- C. An Incident which has a high impact on the business
- D. An Incident that is so complex that it requires root cause analysis before any workaround can be found

Answer: C

QUESTION 102:

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. 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 organisation
- B. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- C. Produce and maintain all necessary Service Transition packages
- D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Answer: C

QUESTION 103:

Contracts relating to an outsourced Data Centre would be managed by?

EX0-101

- A. Service Desk
- B. IT Operations Control
- C. Technical Management
- D. Facilities Management

Answer: D

QUESTION 104:

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

- A. Excessive focus on quality
- B. Excessively reactive
- C. Excessively proactive
- D. Excessive focus on cost

Answer: D

QUESTION 105:

Which of the following is NOT a valid objective of Request Fulfilment?

- 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 source and deliver the components of standard services that have been requested
- D. To provide a channel for users to request and receive standard services

Answer: B

QUESTION 106:

What is the definition of an Alert?

- A. An error message to the user of an application
- B. An audit report that indicates areas where IT is not performing according to agreed procedures
- C. A warning that a threshold has been reached or that something has changed
- D. A type of Incident

Answer: C

QUESTION 107:

EX0-101

"Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services". These specialised organisational capabilities include which of the following?

- A. Functions and Processes
- B. Markets and Customers
- C. Applications and Infrastructure
- D. People, products and technology

Answer: A

QUESTION 108:

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

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

Answer: C

QUESTION 109:

Which of the following statements about processes is INCORRECT?

- A. The objective of any IT process should be expressed in terms of business benefits and goals
- B. A process may define policies, standards and guidelines
- C. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- D. The output from a process has to conform to operational norms derived from business objectives

Answer: C

QUESTION 110:

How is the Service Catalogue used to add value to the service provider organisation?

- A. Providing a central source of information on the IT services delivered
- B. Showing the business impact of a change
- C. Displaying the relationships between configuration items
- D. To predict the root cause of issues in the IT infrastructure

Answer: A

QUESTION 111:

Exhibit:

- | |
|---|
| <ol style="list-style-type: none">1. The only phases of the Service Management Lifecycle where value can be measured is Service Operation2. All of the phases of the lifecycle are concerned with the value of IT services |
|---|

Please refer to the exhibit:

Which of the statements is CORRECT?

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

Answer: D

QUESTION 112:

In many organisations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively at the 3rd line
- B. Manage Incidents effectively through 1st, 2nd and 3rd line
- C. Only manage Incidents effectively through 1st and 2nd line
- D. Only manage Incidents effectively through the 1st line

Answer: B

QUESTION 113:

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

- A. Whether to buy an application or build it
- B. Should application development be outsourced
- C. Who the vendor of the storage devices will be
- D. Where the vendor of an application is located

Answer: A

QUESTION 114:

Which of the following questions does Service Strategy help answer with its guidance?

EX0-101

1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

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

Answer: C

QUESTION 115:

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Access Management
- B. Incident Management
- C. RequestFulfilment
- D. Change Management

Answer: A

QUESTION 116:

Which of the following is NOT a characteristic of a process?

- A. Delivers specific results
- B. A method of structuring anorganisation
- C. Responds to specific events
- D. It is measurable

Answer: B

QUESTION 117:

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

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

Answer: C

QUESTION 118:

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme internal focus
- B. Extreme focus on cost
- C. Extreme focus on responsiveness
- D. Vendor focused

Answer: A

QUESTION 119:

Which of the following is NOT a characteristic of a process?

- A. Delivers specific results
- B. Responds to specific events
- C. It is measurable
- D. A method of structuring an organisation

Answer: D

QUESTION 120:

Which Function would provide staff to monitor events in a Network Operations Centre?

- A. IT Operations Management
- B. Applications Management
- C. Service Desk
- D. Technical Management

Answer: A

QUESTION 121:

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of contracts.
- B. Development, negotiation and agreement of Organisational Level Agreements
- C. Development, negotiation and agreement of Service Level Agreements.
- D. Development, negotiation and agreement of Service Portfolio

Answer: C

QUESTION 122:

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

Answer: B

QUESTION 123:

Which of the following is concerned with fairness and transparency?

- A. Governance
- B. Service Level Management
- C. Capacity Management
- D. Service Strategy

Answer: B

QUESTION 124:

Which Function would provide staff to monitor events in an Operations Bridge?

- A. Applications Management
- B. Service Desk
- C. Technical Management
- D. IT Operations Management

Answer: C

QUESTION 125:

Who is responsible for defining Key Performance Indicators for Change Management?

- A. The Service Owner
- B. The Continual Service Improvement Manager
- C. The Change Advisory Board (CAB)
- D. The Change Management Process Owner

Answer: A

QUESTION 126:

EX0-101

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- D. An SLA is with an external customer, an OLA is with an internal customer

Answer: A

QUESTION 127:

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

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

Answer: B

QUESTION 128:

Which of the following best describes a Service Request?

- A. Any request or demand that is entered by a user via a Self-Help web-based interface
- B. A request from a User for information or advice, or for a Standard Change
- C. Any request for change that is low risk and can be approved by the Change Manager without a CAB meeting
- D. Anything that the customer wants and is prepared to pay for

Answer: C

QUESTION 129:

Which of the following are the main objectives of incident Management? Select all that apply

- A. To minimize adverse impacts on business operations
- B. To automatically detect service affecting Events
- C. The restore normal service operation as quickly as possible

Answer: A

QUESTION 130:

Which process is responsible for monitoring an IT Service and detecting when the performance drops below acceptable limits?

- A. Service Level Management
- B. Performance Management
- C. Capacity Management
- D. Event Management

Answer: B

QUESTION 131:

Which one of the following statements about Incident reporting and logging is correct?

- A. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- B. Incidents reported by technical staff must be logged as problems because technical staff manage infrastructure devices not services
- C. Incident can only be reported by users, since they are only the only people who know when a service has been disrupted
- D. Incidents can be reported by anyone who detects a disruptions or potential disruption to normal service. This includes technical staff

Answer: B