The ITIL® v.3. Foundation Examination

ITIL® v. 3 Foundation Examination:
Sample Paper 4, 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   Why should monitoring and measuring be used when trying to improve services?

 a) To validate, direct, justify and intervene

 b) To validate, measure, monitor and change

 c) To validate, plan, act and improve

 d) To validate, assign resources, purchase technology and train people

2   The ITIL core is structured around?

 a) An Operations Lifecycle

 b) An IT Management Lifecycle

 c) A Service Lifecycle

 d) An Infrastructure Lifecycle

3   Which of the following questions is NOT answered by information in the Service Portfolio?

 a) How should our resources and capabilities be allocated?

 b) What opportunities are there in the market?

 c) Why should a customer buy these services?

 d) What are the pricing or chargeback models?

4   Functions are BEST described as?

 a) A body of knowledge

 b) Closed loop systems

 c) Self-Contained units of organisations

 d) Projects focusing on transformation

5   A benefit of using Service Design tools is?

 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

6   Learning and Improvement is the PRIMARY concern of which of the following
     phases of the Service Lifecycle?

     a)   Service Strategy, Service Design, Service Transition, Service Operation, and
           Continual Service Improvement

     b)   Service Strategy, Service Transition, and Service Operation

     c)   Service Operation and Continual Service Improvement

     d)   Continual Service Improvement

7   In which core publication can you find detailed descriptions of Service Portfolio
     Management, Demand Management and Financial Management?

     a)   Service Operations

     b)   Service Strategy

     c)   Service Transition

     d)   Continual Service Improvement

8   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

9   Application Management is NOT responsible for?

     a)   Documenting and maintaining the technical skills required to manage and
           support applications

     b)   Managing applications through their lifecycle

     c)   Assisting in the decision to build or buy new software

     d)   Developing functionality required by the business

10   "If something cannot be measured, it should not be documented" is a principle that applies to which of the following?

   a)   The Glossary of Terms

   b)   A Service Level Agreement (SLA)

   c)   An Incident Management record

   d)   A Configuration Item (CI)

11   Which is the first activity of the Continual Service Improvement (CSI) model?

   a)   Assess the current business situation

   b)   Understand the vision of the business

   c)   Agree on priorities for improvement

   d)   Create and verify a plan

12   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, thus allowing the user to continue working at degraded levels of performance while the technician resolves the problem

13   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

14 Which of the following benefits would be LEAST useful in supporting a business case for service improvement?

   a)   Reduced technology investment by 20% due to more accurate capacity and performance modelling processes

   b)   Reduced support manpower demand by 30% due to automated incident and problem management processes

   c)   Reduced level of customer complaints due to more effective Service Level Management

   d)   Reduced Problem resolution time by half due to improved knowledge management

15 The Information Security Policy should be available to which groups of people?

   a)   Senior Business Managers and all IT staff

   b)   Senior Business Managers, IT Executives and the Security Manager

   c)   All Customers, Users and IT staff

   d)   Information Security Management staff only

16 Which of the following statements are CORRECT?
    1. A Process responds to specific events
    2. A process is performance driven and able to be measured

   a)   1 only

   b)   Both of the above

   c)   Neither of the above

   d)   2 only

17 How does an organisation use Resources and Capabilities in creating value?

   a)   They are used to create value in the form of output for production management

   b)   They are used to create value in the form of goods and services

   c)   They are used to create value to the IT organisation for Service Support

   d)   They are used to create value to the IT organisation for Service Delivery

18   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

19   Demand Management is used to:

   a)   Increase customer value

   b)   Understand patterns of business activity

   c)   Increase the value of IT

   d)   Align business with IT cost

20   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

21   The objective of the Change Management process is most accurately described as?

   a)   Ensuring that all Changes are recorded, managed, tested and implemented in a controlled manner

   b)   Ensuring that Changes to IT infrastructure are managed efficiently and effectively

   c)   Ensuring that all Changes have appropriate back-out plans in the event of failure

   d)   Protecting services by not allowing Changes to be made

22 The 7 Step Improvement Process can most accurately be described as?

    a)   The Seven P's of Continual Service Improvement (CSI)

    b)   A service improvement methodology based on the Deming Cycle

    c)   A set of roles and responsibilities for managing service improvements

    d)   A process for defining what is to be measured, gathering the data, processing the data and using it to take corrective action

23 Which of the following statements are CORRECT?

1. Service Transition provides guidance on moving new and changed services into production

2. Service Transition provides guidance on testing

3. Service Transition provides guidance on 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

24 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

25 Which of the following areas would technology help to support?

1. Self Help

2. Measurement and reporting systems

3. Release and deployment

4. Process design

    a)   1, 2 and 3 only

    b)   1, 3 and 4 only

    c)   2, 3 and 4 only

    d)   All of the above

26   A Customer Service Catalogue should contain which?

  a)   The version information of all software

  b)   The organisational structure of the company

  c)   Asset information

  d)   Details of all operational services

27   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

28   "Warranty of a service" means?

  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

29   Which of the following activities are included in Access Management?
      1. Verifying the identity of users requesting access to services
      2. Setting the rights or privileges of systems to allow access to authorised users
      3. Defining security policies for system access
      4. Monitoring the availability of systems that users should have access to

  a)   2 and 4 only

  b)   1 and 3 only

  c)   2 and 3 only

  d)   1 and 2 only

30 Which of the following statements CORRECTLY defines Insourcing and Outsourcing delivery model options?

   a)   Insourcing relies on internal resources; outsourcing relies on external organisation(s) resources

   b)   Insourcing relies on external organisation(s) resources; outsourcing relies on internal resources

   c)   Insourcing relies on co-sourcing; outsourcing relies on partnerships

   d)   Insourcing relies on knowledge process outsourcing; outsourcing relies on application service provisioning

31 Facilities Management refers to?

   a)   The Management of IT services that are viewed as "utilities", such as printers or network access

   b)   The Management of an outsourcing contract

   c)   The Management of the physical IT environment such as a Data Centre

   d)   The procurement and maintenance of tools that are used by IT Operations staff to maintain the infrastructure

32 Which aspect of Service Design is missing from the list below?
   1. The design of services
   2. The design of service management systems and tools
   3. The design of technology architecture and management systems
   4. The design of the processes required
   5. ?

   a)   The design of functions

   b)   The design of Service Level Agreements (SLAs)

   c)   The design of applications

   d)   The design of measurement systems, methods and metrics

33 Which of the following roles is responsible for identifying opportunities for improvement?
   1. Service Owner
   2. Continual Service Improvement (CSI) Manager
   3. Process Owner

   a)   1 and 2 only

   b)   1 and 3 only

   c)   All of the above

   d)   2 and 3 only

34 Which of the following is the most appropriate approach to carrying out Service Operations?

   a)   The internal IT view is most important as Service Operations has to monitor and manage the infrastructure

   b)   Service Operations should maintain a balance between an internal IT view and an external business view

   c)   The external business view is most important as Service Operations is the place where value is realised and the customer obtains the benefit of the services

   d)   IT Operations does not take an internal or external view as they execute processes defined by Service Design

35 Which process reviews Operational Level Agreements (OLAs) on a regular basis?

   a)   Supplier Management

   b)   Service Level Management

   c)   Service Portfolio Management

   d)   Contract Management

36 Which activities would you expect a Service Owner to undertake?
   1. Representing a specific service across the organisation
   2. Updating the Configuration Management Data Base (CMDB) after a change
   3. Helping to identify service improvements
   4. Representing a specific service in Change Advisory Board (CAB) meetings

   a)   1, 2 and 4 only

   b)   All of the above

   c)   1 and 4 only

   d)   1, 3 and 4 only

37 Which of the following are aims of the Release and Deployment Management process?

1. To ensure there are clear release and deployment plans

2. To ensure that skills and knowledge are transferred to operations and support staff

3. To ensure there is minimal unpredicted impact on production services, operations and support

4. To provide cost justifiable IT capacity that is matched to the needs of the business

a)   1, 2 and 3 only

b)   All of the above

c)   1 and 3 only

d)   1, 3 and 4 only

38 Which of the following statements is always CORRECT about 'good practice'?

a)   It must be adopted by all organisations

b)   It is something that is in wide industry use

c)   It is documented in international standards

d)   It is based on ITIL

39 What is the purpose of the Request Fulfilment Process?

a)   Dealing with Service Requests from the users

b)   Making sure all requests within an IT organisation are fulfilled

c)   Ensuring fulfilment of Change Requests

d)   Making sure the Service Level Agreement (SLA) is met

40 A Process Owner is responsible for which of the following?

a)   Purchasing tools to support the process

b)   Ensuring that targets specified in a Service Level Agreement (SLA) are met

c)   Carrying out activities defined in the process

d)   Monitoring and improving the process

Answer Key for Exam Paper: ITILv3FoundationSample4_ANSWERS_v3.0.doc

Q	A	Syllabus Ref		Q	A	Syllabus Ref	
1	A	04-10		**21**	A	05-05	
2	C	02-01		**22**	D	05-09	
3	B	05-02		**23**	C	02-06	
4	C	01-04		**24**	C	05-07	
5	A	08-01		**25**	D	08-01	
6	D	02-02		**26**	D	05-04	
7	B	05-02		**27**	B	03-19	
8	B	06-01		**28**	D	03-01	
9	D	06-02		**29**	D	05-08	
10	B	05-09		**30**	A	04-05	
11	B	04-09		**31**	C	06-02	
12	A	03-30		**32**	D	04-04	
13	A	03-26		**33**	C	05-09	
14	C	02-11		**34**	B	04-07	
15	C	05-04		**35**	B	05-03	
16	B	01-06		**36**	D	07-01	
17	B	04-01		**37**	A	05-06	
18	D	04-03		**38**	B	01-01	
19	B	05-02		**39**	A	05-08	
20	D	05-06		**40**	D	07-01	

Q	A	Syllabus	Page ref	Rationale
1	A	04-10	CSI 3.7.2 p30	These are the four bullet points that appear under heading 3.7.2
2	C	02-01	SS, SD, ST, SO, CSI	ITIL v3 is structured around the Service Lifecycle
3	B	05-02	SS 5.3 p199	There is a list of valid questions at the beginning of 5.3. Identifying market opportunities is not included in that list.
4	C	01-04	SS 2.6.1 p26	"Functions are units of organizations… They are self-contained…"
5	A	08-01	SD 7.1 p201	"Ensuring that standards and conventions are followed"
6	D	02-02	CSI	Learning in order to improve is a consistent theme throughout CSI and although both learning and improvement are discussed in all lifecycle phases, only CSI has them as a primary concern.
7	B	05-02	SS 5 p97 on	Although also discussed and referenced elsewhere, SS discusses all three of these in detail.
8	B	06-01	SO 6.2 p109-110 SO 6.6.6.1 p144	"A Service Desk is a functional unit…" "should be the single point of contact for IT users on a day-by-day basis" "In many organizations the role of Incident Manager is assigned to the Service Desk Supervisor – though in larger organizations with high volumes a separate role may be necessary."
9	D	06-02	SO SO 6.5.2 p129 SO 6.5 p128 SO 6.5.1 p128	Application Management are not responsible for developing functionality for the business. They are responsible for: "The organization of adequate technical skills to maintain operational applications in optimum condition" "Application Management is responsible for managing applications throughout their lifecycle." "One of the key decisions that they contribute to is the decision of whether to buy an application or build it"
10	B	05-09	CSI 4.1 p44	"Every organization may find that they have limitations on what can actually be measured. If you cannot measure something then it should not appear in an SLA."
11	B	04-09	CSI 2.4.4 p15	"Embrace the vision by understanding the high-level business objectives. The vision should align the business and IT strategies"
12	A	03-30	SO 4.4.5.6 p64	"In some cases it may be possible to find a workaround to the incidents caused by the problem – a temporary way of overcoming the difficulties." "but it is important that work on a permanent resolution continues where this is justified"
13	A	03-26	SO 4.2 p46	"an Incident is defined as: An unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of a configuration item that has not yet impacted service is also an incident, for example failure of one disk from a mirror set." "this can include failures, questions or queries reported by the users (usually via a telephone call to the Service Desk), by technical staff…"

Q	A	Syllabus	Page ref	Rationale
14	C	02-11	CSI 2.4.5 p17	CSI discusses how Intangible or soft benefits that do not have direct financial or other measurable benefits are difficult to use in business cases: "When used in Business Cases, soft benefits (intangibles) are IT investment payoff areas not expressed in monetary ways…" "Traditionally, one of the most difficult business Case problems is quantifying soft benefits such as increased brand image and customer satisfaction. When hard numbers are available to support an ROI argument, it may seem easier to leave the soft benefits out altogether."
15	C	05-04	SD 4.6.4 p142	"These policies should be widely available to all customers and users…".
16	B	01-06	All books, eg. SO 2.3.2 p12	"**Measurable:** We are able to measure the process in a relevant manner. It is performance driven." "**Responds to a specific event:**"
17	B	04-01	SS 3.2.1 p38	"Resources and capabilities are types of assets (Figure 3.8). Organizations use them to create value in the form of goods and services."
18	D	04-03	SD 2.4.2 p16	"Many designs, plans and projects fail through a lack of preparation and management. The implementation of ITIL Service Management as a practice is about preparing and planning the effective and efficient use of the four Ps: the People, the Processes, the Products (services, technology and tools) and the Partners suppliers, manufacturers and vendors)"
19	B	05-02	SS 5.5 p130	Sections 5.5.2 and 5.5.3, and figures 5.23 and 5.24. "Business processes are the primary source of demand for services. Patterns of business activity (PBA) influence the demand patterns seen by the service providers (Figure 5.23)."
20	D	05-06	ST 4.3.1 p65	The correct answer is a summary of the following extract "The objective is to define and control the components of services and infrastructure and maintain accurate configuration information on the historical, planned and current state of the services and infrastructure."
21	A	05-05	ST 4.2.1 p 43	The correct answer is a summary of the following extract "The objective of the Change Management process is to ensure that changes are recorded and then evaluated, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner."
22	D	05-09	CSI 3.7.3 p31-32	The correct answer is a summary of the 7 steps
23	C	02-06	ST 1.3	"This publication provides guidance for the development and improvement of capabilities for transitioning new and changed services into the production environment, including release planning building, testing, evaluation and deployment." A list of considerations is given which includes "Transfer of services" and "To or from an external service provider".
24	C	05-07	SO 4.2.4.2 p47	"An Incident Model is a way of pre-defining the steps that should be taken to handle a process (in this case a process for dealing with a particular type of incident) in an agreed way."

Q	A	Syllabus	Page ref	Rationale
25	D	08-01	SO 7.1 p157 ST 7 p193 SD 7.1 p201	"7.1.1 Self Help" "Measurement and reporting systems" "Release and deployment technology" "Process design"
26	D	05-04	SD 4.1.1 p60	"to ensure that a Service Catalogue is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally."
27	B	03-19	ST 4.3.4.3 p69	"It contains the master copies of all controlled software in an organization. The DML should include definitive copies of purchased software (along with licence documents or information), as well as software developed on site. Master copies of controlled documentation for a system are also stored in the DML in electronic form."
28	D	03-01	SS 2.2.2 p17	"Warranty is derived from the positive effect being available when needed, in sufficient capacity or magnitude, and dependably in terms of continuity and security."
29	D	05-08	SO 4.5.1 p68 SO 4.5.5 p68-69	4.5.1 Purpose/goal/objective "Access Management provides the right for users to be able to use a service or group of services. It is therefore the execution of policies and actions defined in Security and Availability Management." 4.5.5.2 Verification "That the user requesting access is who they say they are" 4.5.5.3 Providing rights "As soon as a user has been verified, Access Management will provide that user with rights to use the requested service."
30	A	04-05	SD 3.11.1 p51	The correct answer is a summary of the first two entries in table 3.2 for Insourcing and Outsourcing
31	C	06-02	SO 6.4.1 p126	"Facilities Management, which refers to the management of the physical IT environment, typically a Data Centre or computer rooms"
32	D	04-04	SD 3.6 p29	Measurement systems, methods and metrics is the last of the 5 design aspects in the bulleted list.
33	C	05-09	CSI 6.1.1 p129-132	Example job titles are given in several different places with respect to various aspects of CSI. Service Owner and Process Owner are listed several times, and the CSI Manager is listed twice in addition to their obvious role in identifying opportunities for improvement.
34	B	04-07	SO 3.2 p19-20	"Both views are necessary when delivering services. The organization that focuses only on business requirements without thinking about how they are going to deliver will end up making promises that cannot be kept. The organization that focuses only on internal systems without thinking about what services they support will end up with expensive services that deliver little value."
35	B	05-03	SD 4.2 p67	Service Level Management is responsible for the review of OLAs "Review and revise SLAs, service scope OLAs, contracts, and any other underpinning agreements"
36	D	07-01	CSI 6.1.4 p134	All of the activities except updating the CMDB are listed in the bullets under "Key responsibilities"

ANSWER RATIONALES

Q	A	Syllabus	Page ref	Rationale
37	A	05-06	ST 4.4.1 p84	The correct options are documented in the bulleted lists. Providing cost-justifiable IT capacity is not an aim of the Release and Deployment Management process.
38	B	01-01	All books, eg. SS 1.2.2 p7	"One way to close such gaps is the adoption of good practices in wide industry use".
39	A	05-08	SO 4.3.1 p56	"Request Fulfilment is the processes of dealing with Service Requests from the users."
40	D	07-01	SD 6.4.1 p190 ST 6.1.1 p179	The correct answer summarizes the role of process owner. Process owners ensure required activities are carried out but do not perform all of them.