The ITIL® v.3 Foundation Examination

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   What types of changes are NOT usually included within the scope of service Change Management?

   a)   Changes to a mainframe computer

   b)   Changes to business strategy

   c)   Changes to a Service Level Agreement (SLA)

   d)   The retirement of a service

2   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

3   What does the term Operations Control refer to?

   a)   Managing the Technical and Applications Management functions

   b)   Overseeing the execution and monitoring of operational activities and events

   c)   It is the tools used to monitor and display the status of the IT Infrastructure and Applications

   d)   It is the Service Desk monitoring the status of the infrastructure when operators are not available

4   Which process is responsible for recording relationships between service components?

   a)   Service Level Management

   b)   Service Portfolio Management

   c)   Service Asset and Configuration Management

   d)   Incident Management

5   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)   Analyzing the business impact of an incident

   d)   Creating a balanced scorecard showing the overall status of service management

6   Which of the following is the BEST description of an Operational Level Agreement (OLA)?

 a)   An agreement between an IT service provider and another part of the same organization that assists in the provision of services

 b)   A written agreement between the IT service provider and their customer(s) defining key targets and responsibilities of both parties

 c)   An agreement between two service providers about the levels of service required by the customer

 d)   An agreement between a 3rd party Service Desk and the IT customer about fix and response times

7   What is the MAIN goal of Availability Management?

 a)   To monitor and report availability of components

 b)   To ensure that all targets in the 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

8   Which of the following does Service Transition provide guidance on?
 1. Moving new and changed services into production
 2. Testing and Validation
 3. Transfer of services to or from an external service provider

 a)   1 and 2 only

 b)   2 only

 c)   All of the above

 d)   1 and 3 only

9   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

10 Which of the following is an activity of the Service Asset and Configuration Management process?

    a)   Account for all the financial assets of the organization

    b)   Specify the relevant attributes of each Configuration Item (CI)

    c)   Design service models to justify ITIL implementations

    d)   Implement ITIL across the organization

11 Which of the following basic concepts 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

12 Which of the following would be stored in the Definitive Media Library (DML)?
1. Copies of purchased software
2. Copies of internally developed software
3. Relevant licence documentation
4. The Change Schedule

    a)   All of the above

    b)   1 and 2 only

    c)   3 and 4 only

    d)   1, 2 and 3 only

13 Which process is responsible for reviewing Operational Level Agreements (OLAs) on a regular basis?

    a)   Supplier Management

    b)   Service Level Management

    c)   Service Portfolio Management

    d)   Demand Management

14   Which of the following is a process owner responsible for?

    a)   Purchasing tools to support the process

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

    c)   Carrying out all activities defined in the process

    d)   Ensuring that the process is performed as documented

15   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 there is minimal unpredicted impact on production services, operations and support
       3. To authorize changes to support the process

    a)   1 and 2 only

    b)   All of the above

    c)   2 and 3 only

    d)   1 and 3 only

16   Which of the following can be described as "Self-Contained units of organizations"?

    a)   Roles

    b)   Processes

    c)   Functions

    d)   Procedures

17   Agreeing business requirements and service levels for a new service is part of:

    a)   Service Operation

    b)   Service Strategy

    c)   Service Transition

    d)   Service Design

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

    a)   Senior business managers and all IT staff only

    b)   Senior business managers, IT executives and the Information Security Manager only

    c)   All customers, users and IT staff

    d)   Information Security Management staff only

19   Which of the following are valid elements of a Service Design Package?
1. Agreed and documented business requirements
2. A service definition for transition and operation of the service
3. Requirements for new or changed processes
4. Metrics to measure the service

    a)   1 only

    b)   2 and 3 only

    c)   1, 2 and 4 only

    d)   All of the above

20   Which of the following are examples of tools that might support the Service Transition phase of the Lifecycle?
1. A tool to store definitive versions of software
2. A workflow tool for managing changes
3. An automated software distribution tool
4. Testing and validation tools

    a)   1, 3 and 4 only

    b)   1, 2 and 3 only

    c)   All of the above

    d)   2, 3 and 4 only

21   Which of the following statements about Problem Management is/are CORRECT?
1. It ensures that all resolutions or workarounds that require a change to a Configuration Item (CI) are submitted through Change Management
2. It provides management information about the cost of resolving and preventing problems

    a)   1 only

    b)   2 only

    c)   Both of the above

    d)   Neither of the above

22 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 organization are fulfilled

    c)   Ensuring fulfilment of change requests

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

23 Which statement about value creation through services is CORRECT?

    a)   The customer's perception of the service is an important factor in value creation

    b)   The value of a service can only ever be measured in financial terms

    c)   Delivering service provider outcomes is important in the value of a service

    d)   Service provider preferences drive the value perception of a service

24 Plan, Do, Check, Act are the four stages of which quality improvement method?

    a)   Business Knowledge Management Framework

    b)   Benchmarking

    c)   Continual Service Improvement

    d)   The Deming Cycle

25 Which of the following should IT services deliver to customers?

    a)   Capabilities

    b)   Cost

    c)   Risk

    d)   Value

26 Which of the following activities is part of the Service Level Management (SLM) process?

    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

27 Which statement 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 detect events, restore normal service as soon as possible and minimize the adverse impact on business operations

   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

28 Which of the following should a service catalogue contain?

   a) The version information of all software

   b) The organizational structure of the company

   c) Asset information

   d) Details of all operational services

29 "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

30 A technician uses a pre-defined technique to restore service as the incident has been seen before.
    This is an example of which of the following?

   a) A workaround

   b) A standard change

   c) A service capability

   d) An alert

31 Which of the following is a benefit of using an incident model?

  a) It will make problems easier to identify and diagnose

  b) It means known incident types never recur

  c) It provides pre-defined steps for handling particular types of incidents

  d) It ensures all incidents are easy to solve

32 Which of the following is the CORRECT sequence of activities for handling an incident?

  a) Identification, Logging, Categorization, Prioritization, Initial Diagnosis, Functional Escalation, Investigation and Diagnosis, Resolution and Recovery, Closure

  b) Prioritization, Identification, Logging, Categorization, Initial Diagnosis, Functional Escalation, Investigation and Diagnosis, Resolution and Recovery, Closure

  c) Identification, Logging, Initial Diagnosis, Categorization, Prioritization, Functional Escalation, Resolution and Recovery, Investigation and Diagnosis, Closure

  d) Identification, Initial Diagnosis, Investigation, Logging, Categorization, Functional Escalation, Prioritization, Resolution and Recovery, Closure

33 Which of the following are objectives of Continual Service Improvement?
  1. To improve process efficiency and effectiveness
  2. To improve services
  3. To improve all phases of the Service Lifecycle EXCEPT Service Strategy
  4. To improve international standards such as ISO/IEC 20000

  a) 1 and 2 only

  b) 2 and 4 only

  c) 1, 2 and 3 only

  d) All of the above

34 Which of the following is a MAJOR activity of Demand Management?

  a) Increasing customer value

  b) Understanding patterns of business activity

  c) Increasing the value of IT

  d) Aligning the business with IT cost

35 Which of the following is NOT a type of metric described in Continual Service Improvement (CSI)?

   a)   Process Metrics

   b)   Service Metrics

   c)   Personnel Metrics

   d)   Technology Metrics

36 Which statement about the relationship between the Configuration Management System (CMS) and the Service Knowledge Management System (SKMS) is CORRECT?

   a)   The SKMS is part of the CMS

   b)   The CMS forms part of the SKMS

   c)   The CMS and SKMS are the same thing

   d)   There is no relationship between the CMS and the SKMS

37 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 they should be approved

   d)   To assist the Change Manager in speeding up the emergency change process so that no unacceptable delays occur

38 Which of the following statements about the Service Desk is/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 should be the owner of the Problem Management process

   a)   2 only

   b)   1 only

   c)   Both of the above

   d)   Neither of the above

39 Which of the following are the Four Ps of Service Design?

    a)   Planning, Products, Position, Processes

    b)   Planning, Perspective, Position, People

    c)   Perspective, Partners, Problems, People

    d)   People, Partners, Products, Processes

40 Which of the following represents the BEST course of action to take when a problem workaround is found?

    a)   The problem record is closed

    b)   The problem record remains open and details of the workaround are documented within it

    c)   The problem record remains open and details of the workaround are documented on all related incident records

    d)   The problem record is closed and details of the workaround are documented in a Request for Change(RFC)