

**IT Service Management Foundation
(based on ITIL®)
edition September 2007**

content

2	introduction
3	sample exam
13	answer key
32	evaluation



EXIN International B.V.
Examination Institute for Information Science
Janssoenborch, Hoog Catharijne
Godebaldkwartier 365, 3511 DT Utrecht
P.O. Box 19147, 3501 DC Utrecht
The Netherlands
Telephone +31 30 234 48 25
Fax +31 30 231 59 86
E-mail info@exin.nl
Internet www.exin-exams.com

Introduction

This is the sample exam IT Service Management Foundation (based on ITIL®).

This sample exam consists of 40 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 40. Each correct answer is worth one point. If you obtain 26 points or more you will pass.

The time allowed for this exam is 60 minutes.

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Good luck!

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Sample exam

1 of 40

Which process is responsible for setting up the cost allocation system?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services
- D. Service Level Management

2 of 40

Which process includes the activity of describing and registering all components in the IT infrastructure?

- A. Capacity Management
- B. Configuration Management
- C. Problem Management
- D. Service Level Management

3 of 40

Managing the availability of a Service as part of an overall Service Management initiative is important for efficient Service Delivery.

Which of the following explains the reason behind managing Service Availability?

- A. Most service providers have Service Level Agreements (SLAs) with their customers so Availability is guaranteed.
- B. Outsourcing is now a more valid option for today's IT, so Availability of a Service is left to the capability of the outsourcer.
- C. Service Management tools provide real-time performance information, thus managing Availability is debatable.
- D. The business is more dependent on IT in order to meet corporate goals, thus achieving expected Availability is crucial.

4 of 40

Which is **not** a Service Desk activity?

- A. applying Temporary Fixes
- B. registering Incidents
- C. relating an Incident to a Known Error
- D. solving a Problem

5 of 40

What is the use of additional technical experts in the Incident Management process called?

- A. functional escalation
- B. Incident classification
- C. Problem analysis
- D. resolution and recovery of the Incident

6 of 40

What is the **first** activity when establishing the Release Management process?

- A. communication, preparation and training
- B. conducting release planning
- C. designing and building, and configuring
- D. establishing the release policy

7 of 40

Which activity is **not** the responsibility of IT Service Continuity Management?

- A. analyzing risks
- B. designing recovery scenarios
- C. impact analysis of major incidents
- D. testing recovery arrangements

8 of 40

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day.

What part of the Capacity Management process does this refer to?

- A. Application Management
- B. Application Sizing
- C. Demand Management
- D. Modeling

9 of 40

The successful diagnosis of a Problem results in a Known Error. On the basis of this Known Error a Request for Change (RFC) may be raised.

When can the Known Error be closed?

- A. When a review of the Change has led to a satisfactory result.
- B. When Incidents related to the Known Error do not occur any more.
- C. When the RFC is logged with Change Management.
- D. When the RFC is authorized by the Change Advisory Board (CAB).

10 of 40

In company X a specific component of the IT infrastructure has been modified. This could have consequences for other components.

What process should be set up in order to provide good insight into these consequences?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Configuration Management

11 of 40

In IT Service Continuity Management various precautionary measures are taken to ensure Services are delivered during/after a catastrophe. An example would be having an emergency power provision.

Which of the following processes could also initiate this kind of measure?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Incident Management

12 of 40

When must a Post Implementation Review (PIR) take place?

- A. after every Change
- B. at the request of the person who submitted the Change request
- C. in case of emergency Changes
- D. if another Incident of the same type occurs again after a Change has been made

13 of 40

What is the first step in Incident Management?

- A. detect and record
- B. determine the category
- C. determine the priority
- D. initial support

14 of 40

When an event is logged at the Service Desk, in what order will the processes likely be executed?

- A. Configuration Management, Incident Management, Change Management, Release Management
- B. Incident Management, Change Management, Problem Management, Release Management
- C. Incident Management, Problem Management, Change Management, Release Management
- D. Problem Management, Configuration Management, Release Management, Change Management

15 of 40

Where are agreements regarding Service Delivery and its relationship to Security Management recorded?

- A. in a Capacity Plan
- B. in a Configuration Management Database (CMDB)
- C. in a Definitive Software Library (DSL)
- D. in a Service Level Agreement (SLA)

16 of 40

Which of the following statements about the Service Catalog is correct?

- A. It can be used instead of a Service Level Agreement (SLA).
- B. It describes all services supplied by the IT Management organization.
- C. It describes only those Services that are also included in the Service Level Agreement (SLA).
- D. It is not necessary in order to draw up a Service Level Agreement (SLA).

17 of 40

Where are approved Changes published?

- A. the Change Advisory Board (CAB)
- B. the Configuration Management Database (CMDB)
- C. the Forward Schedule of Change (FSC)
- D. Service Improvement Program (SIP)

18 of 40

Which of the following is the best description of the contents of the Definitive Software Library (DSL)?

- A. authorized versions of all software used on the infrastructure
- B. copies of all live software programs
- C. copies of all software versions that are needed
- D. software awaiting user acceptance testing

19 of 40

Which process has the task of classifying Service Disruptions reported by users?

- A. Change Management
- B. Incident Management
- C. Problem Management
- D. Service Level Management

20 of 40

The cash registers in a supermarket experience network disruptions daily between 4 p.m. and 6 p.m.

Which process is responsible for explaining these difficulties?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Problem Management

21 of 40

What is the criterion used by Change Management in determining the category of Minor, Significant/Substantial, or Major for a Request for Change (RFC)?

- A. Content
- B. Impact
- C. Priority
- D. Urgency

22 of 40

Which of the following questions can **not** be answered directly from the Configuration Management Database (CMDB)?

- A. What Incidents or Problems have there been for this PC?
- B. Which Configuration Items (CIs) does a specific Service consist of?
- C. Which members of staff of department X have moved to department Y?
- D. Which Requests for Change (RFCs) have been submitted for a specific server?

23 of 40

How can an organization determine the effectiveness of the Service Level Management process?

- A. by checking contracts with suppliers
- B. by defining Service Levels
- C. by measuring customer satisfaction
- D. by reporting on all Incidents

24 of 40

Which of the following is **not** an activity of the Service Desk?

- A. Detect and record Incidents
- B. Investigate and diagnose Incidents
- C. Manage Service requests
- D. Ownership, monitoring, tracking, communication

25 of 40

By applying Availability Management methods and techniques to the design, development, and delivery of a Service, which of the following will not affect the overall availability of that Service?

- A. Component expenditure
- B. Infrastructure resilience
- C. Quality of maintenance by support organizations and suppliers
- D. Reliability of components

26 of 40

Which of the following is **not** an activity of Problem Management?

- A. Maintaining relationships with third party suppliers
- B. Proactively preventing Incidents through Trend Analysis
- C. Taking charge of Incidents that have exceeded accepted timeframes
- D. Working closely with Availability Management to ensure agreed levels of Service Availability are met

27 of 40

Which of the following is a Capacity Management activity?

- A. Maintainability
- B. Resource Management
- C. Security
- D. Serviceability

28 of 40

What is the Goal of Incident Management?

- A. Communicating with Customers and Users as to future Service disruptions
- B. Matching new Incidents to Known Errors
- C. Restoring Service as quickly as possible
- D. Tracking Problems into the Known Error database (KEDB)

29 of 40

Which of the following describes the basic concept of Integrity in the Security Management process?

- A. access to the data at any moment
- B. protection of the data against unauthorized access and use
- C. the capacity to verify the correctness of the data
- D. the correctness of the data

30 of 40

In which Configuration Management activity are audits regularly completed?

- A. Identification
- B. Planning
- C. Status monitoring
- D. Verification

31 of 40

What aspects would you **not** expect to see in a Service Level report designed for the customer?

- A. the average utilization level of the Service Desk staff
- B. the level of availability realized and the time not available per period
- C. the percentage of Incidents that was resolved within the target
- D. the successful and backed out Changes per period

32 of 40

Which of the following processes has the most direct relationship or interdependency with Capacity Management?

- A. Availability Management
- B. Configuration Management
- C. IT Service Continuity Management
- D. Release Management

33 of 40

A process is a logically coherent series of activities for a pre-defined goal.

What is the process owner responsible for?

- A. describing the process
- B. implementing the process
- C. providing process reports
- D. setting up the process

34 of 40

A power failure has knocked out the entire IT infrastructure. Fortunately, an IT Service Continuity Plan (ITSC) is available.

At what point should the Crisis Management Team be asked to invoke the ITSC Plan?

- A. Immediately, as the IT Service can no longer be used.
- B. When the failure will likely extend beyond the targets defined in the Service Level Agreement (SLA).
- C. When the Incident Manager thinks this is necessary.
- D. When the time within which the failure should be solved, has exceeded.

35 of 40

Which process or function standardizes the request for a new workstation?

- A. Change Management
- B. Incident Management
- C. Service Desk
- D. Service Level Management

36 of 40

Which statement best describes the role of the Service Desk?

- A. The Service Desk ensures that the agreed IT service is available.
- B. The Service Desk ensures that the telephone is always manned.
- C. The Service Desk is the Single point of contact for the user.
- D. The primary task of the Service Desk is to investigate Problems.

37 of 40

Which of the following is a benefit of using ITIL®?

- A. it is finally possible to charge for IT Services
- B. the organization around the IT Services can be set up faster
- C. the quality and the costs of the IT Services can be controlled more efficiently
- D. the users can influence the IT organization providing the IT Services

38 of 40

In Change Management, a number of activities take place between the acceptance of a Request for Change (RFC) and the completion of the Change.

Which activity is performed **first** after acceptance of a Request for Change?

- A. building and testing the Change
- B. determining the urgency of the Change
- C. implementing the Change
- D. scheduling the Request for Change

39 of 40

What does the term 'Detail Level' mean in the context of the Configuration Management Database (CMDB)?

- A. the depth of the database structure
- B. the location of the Configuration Item (CI)
- C. the quantity of stored Configuration Items (CIs)
- D. the relationship between the different Configuration Items (CIs)

40 of 40

Which of the following tasks is part of Proactive Problem Management?

- A. analyzing Trends
- B. making a Change to resolve a Problem
- C. managing Known Errors
- D. registering frequently occurring Errors

Answer key

1 of 40

Which process is responsible for setting up the cost allocation system?

- A.** Availability Management
- B.** Capacity Management
- C.** Financial Management for IT Services
- D.** Service Level Management

A. Incorrect. Availability Management is responsible for the availability of IT Services.
B. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time.
C. Correct. Financial Management for IT Services is responsible for setting up a cost allocation system.
D. Incorrect. Service Level Management is responsible for managing Service Level Agreements (SLAs).

2 of 40

Which process includes the activity of describing and registering all components in the IT infrastructure?

- A.** Capacity Management
- B.** Configuration Management
- C.** Problem Management
- D.** Service Level Management

A. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time and is not responsible for Problems and disruptions.
B. Correct. Configuration Management is responsible for registering Configuration Items (CIs) in the Configuration Management Database (CMDB).
C. Incorrect. Problem Management is the process responsible for the (pro active) solving of Problems.
D. Incorrect. Service Level Management is responsible for managing Service Level Agreements (SLAs).

3 of 40

Managing the availability of a Service as part of an overall Service Management initiative is important for efficient Service Delivery.

Which of the following explains the reason behind managing Service Availability?

- A.** Most service providers have Service Level Agreements (SLAs) with their customers so Availability is guaranteed.
- B.** Outsourcing is now a more valid option for today's IT, so Availability of a Service is left to the capability of the outsourcer.
- C.** Service Management tools provide real-time performance information, thus managing Availability is debatable.
- D.** The business is more dependent on IT in order to meet corporate goals, thus achieving expected Availability is crucial.

- A. Incorrect. Regardless of a formal or informal SLA, IT must deliver Services to meet business goals.
- B. Incorrect. Even if services are outsourced, managing Service Availability is just as critical so to meet business needs.
- C. Incorrect. Just because IT can collect more data, doesn't mean it should get collected nor is it all valuable. Managing Availability requires more than real-time data input.
- D. Correct. The relationship between IT and the business is more critical than ever and in order for the business to maintain its goals, Services must be delivered to meet agreed upon Service Levels.

4 of 40

Which is **not** a Service Desk activity?

- A.** applying Temporary Fixes
- B.** registering Incidents
- C.** relating an Incident to a Known Error
- D.** solving a Problem

- A. Incorrect. Problem Management can supply the Service Desk with Temporary Fixes for Incidents. The Service Desk will apply these Fixes. For example: reboot the PC.
- B. Incorrect. The Service Desk will register all Incidents.
- C. Incorrect. The Service Desk will try to resolve an Incident by relating Incidents to Known Errors.
- D. Correct. Solving Problems is a task of Problem Management, not a task of the Service Desk.

5 of 40

What is the use of additional technical experts in the Incident Management process called?

- A.** functional escalation
- B.** Incident classification
- C.** Problem analysis
- D.** resolution and recovery of the Incident

A. Correct. Involving more technically proficient personnel is called functional escalation.
B. Incorrect. Classifying Incidents is done by the Service Desk staff or by Incident Management staff.
C. Incorrect. Analyzing Problems is done by Problem Management staff.
D. Incorrect. Resolving and recovering Incidents is done by the Service Desk staff or by Incident Management staff.

6 of 40

What is the **first** activity when establishing the Release Management process?

- A.** communication, preparation and training
- B.** conducting release planning
- C.** designing and building, and configuring
- D.** establishing the release policy

A. Incorrect. Communication, preparation and training is being done while implementing the process.
B. Incorrect. The planning of releases is an activity that is being done after the process is implemented and is operational.
C. Incorrect. Designing, building and configuring a release is being done after the process is implemented and is operational.
D. Correct. Establishing the policy of the process is the first activity when establishing the process.

7 of 40

Which activity is **not** the responsibility of IT Service Continuity Management?

- A.** analyzing risks
- B.** designing recovery scenarios
- C.** impact analysis of major incidents
- D.** testing recovery arrangements

A. Incorrect. Analyzing risks is part of IT Service Continuity Management.
B. Incorrect. Designing recovery scenarios is part of IT Service Continuity Management.
C. Correct. Impact analysis of major incidents is part of Incident Management.
D. Incorrect. Testing of recovery options is part of IT Service Continuity Management.

8 of 40

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day.

What part of the Capacity Management process does this refer to?

- A.** Application Management
- B.** Application Sizing
- C.** Demand Management
- D.** Modeling

- A. Incorrect. Application Management is the day to day activity to maintain and support the applications used by the organization.
- B. Incorrect. Application Sizing is used to determine the required capacity to support new or changed applications.
- C. Correct. Demand Management is used to determine the customer's need of capacity and to manage the use of the available capacity to deliver the best performance during the time the IT Service is available.
- D. Incorrect. Modeling is used to determine the required capacity to support future capacity needs.

9 of 40

The successful diagnosis of a Problem results in a Known Error. On the basis of this Known Error a Request for Change (RFC) may be raised.

When can the Known Error be closed?

- A.** When a review of the Change has led to a satisfactory result.
- B.** When Incidents related to the Known Error do not occur any more.
- C.** When the RFC is logged with Change Management.
- D.** When the RFC is authorized by the Change Advisory Board (CAB).

- A. Correct. Once the Change is successfully implemented and resolves the Problem, the Known Error can be closed.
- B. Incorrect. This doesn't imply that the Problem is solved. Only after a successfully implemented Change the Known Error can be closed.
- C. Incorrect. When the RFC is logged with Change Management the Problem is not yet solved. Only after a successfully implemented Change the Known Error can be closed.
- D. Incorrect. When the RFC is authorized by the Change Advisory Board (CAB) the Problem is not yet solved. Only after a successfully implemented change the Known Error can be closed.

10 of 40

In company X a specific component of the IT infrastructure has been modified. This could have consequences for other components.

What process should be set up in order to provide good insight into these consequences?

- A.** Availability Management
- B.** Capacity Management
- C.** Change Management
- D.** Configuration Management

A. Incorrect. Availability Management is responsible for the availability of the IT Services.
B. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time.
C. Incorrect. Change Management is the process responsible for planning and implementing Changes.
D. Correct. Configuration Management is responsible for providing information about the IT Infrastructure, its components and relationships. To assist in the impact assessment of a Change, Configuration Management must have the appropriate level of detail.

11 of 40

In IT Service Continuity Management various precautionary measures are taken to ensure Services are delivered during/after a catastrophe. An example would be having an emergency power provision.

Which of the following processes could also initiate this kind of measure?

- A.** Availability Management
- B.** Capacity Management
- C.** Change Management
- D.** Incident Management

A. Correct. For the availability of IT Services Availability Management can take certain measures to ensure Service Delivery under normal conditions. One of them is to initiate an emergency power provision.
B. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time, not for the availability of emergency power provision.
C. Incorrect. Change Management is responsible for installing an emergency power provision as it is a Change but Change Management is not responsible for initiating these measures.
D. Incorrect. Incident Management is responsible for solving Incidents as soon as possible. Taking precautionary measures is not a task of Incident Management.

12 of 40

When must a Post Implementation Review (PIR) take place?

- A.** after every Change
- B.** at the request of the person who submitted the Change request
- C.** in case of emergency Changes
- D.** if another Incident of the same type occurs again after a Change has been made

A. Correct. A PIR should take place after every Change

B. Incorrect. A PIR should take place after every Change, not only when the submitter is requesting this.

C. Incorrect. A PIR should take place after every Change, not only in case of emergency changes.

D. Incorrect. A PIR should take place after every Change, not only if another Incident occurs after the Change has been made.

13 of 40

What is the first step in Incident Management?

- A.** detect and record
- B.** determine the category
- C.** determine the priority
- D.** initial support

A. Correct. Detecting and recording the Incident is the first step in the Incident Management process.

B. Incorrect. Determining the category of an Incident is a step in the Incident Management process but this will take place after the Incident is detected and recorded.

C. Incorrect. Determining the priority is a step in the Incident Management process but this will take place after the Incident is detected and recorded.

D. Incorrect. Initial support is a step in the Incident Management process but this will take place after the Incident is detected and recorded.

14 of 40

When an event is logged at the Service Desk, in what order will the processes likely be executed?

- A.** Configuration Management, Incident Management, Change Management, Release Management
- B.** Incident Management, Change Management, Problem Management, Release Management
- C.** Incident Management, Problem Management, Change Management, Release Management
- D.** Problem Management, Configuration Management, Release Management, Change Management

A. Incorrect. The entry of a Service failure will not begin with, Configuration Management but will be formally logged within the Incident Management process.
B. Incorrect. Finding root cause via Problem Management will typically occur prior to submitting a Change.
C. Correct.
D. Incorrect. Change Management will assess and authorize any Change prior to the implementation via Release Management.

15 of 40

Where are agreements regarding Service Delivery and its relationship to Security Management recorded?

- A.** in a Capacity Plan
- B.** in a Configuration Management Database (CMDB)
- C.** in a Definitive Software Library (DSL)
- D.** in a Service Level Agreement (SLA)

A. Incorrect. A Capacity Plan describes the (future) capacity needs.
B. Incorrect. Agreements are not recorded in the Configuration Management Database (CMDB). In the CMDB all IT components, Configuration Items (CIs) and their relationships are recorded.
C. Incorrect. The Definitive Software Library (DSL) only stores authorized software items.
D. Correct. Agreements with the customer are recorded in a Service Level Agreement (SLA).

16 of 40

Which of the following statements about the Service Catalog is correct?

- A.** It can be used instead of a Service Level Agreement (SLA).
- B.** It describes all services supplied by the IT Management organization.
- C.** It describes only those Services that are also included in the Service Level Agreement (SLA).
- D.** It is not necessary in order to draw up a Service Level Agreement (SLA).

A. Incorrect. A Service Level Agreement (SLA) describes the negotiated levels of Service for a specific IT Service. The Service Catalog describes all the IT Services the IT Organization can provide without describing the Service Levels.

B. Correct. The Service Catalog describes all the IT Services the IT Organization can provide.

C. Incorrect. A Service Catalog can hold more Services than are included in a Service Level Agreement (SLA).

D. Incorrect. The Service Catalog describes all the IT Services the IT Organization and should be used when creating a Service Level Agreement (SLA).

17 of 40

Where are approved Changes published?

- A.** the Change Advisory Board (CAB)
- B.** the Configuration Management Database (CMDB)
- C.** the Forward Schedule of Change (FSC)
- D.** Service Improvement Program (SIP)

A. Incorrect. The Change Advisory Board (CAB) is a group of people who make decisions about Changes and Requests for Change.

B. Incorrect. The CMDB is used to register all components of the IT Infrastructure and their relations.

C. Correct. In the Forward Schedule of Change (FSC) all approved and planned Changes are published.

D. Incorrect. A Service Improvement Program (SIP) is used by Service Level Management to improve the IT Services.

18 of 40

Which of the following is the best description of the contents of the Definitive Software Library (DSL)?

- A.** authorized versions of all software used on the infrastructure
- B.** copies of all live software programs
- C.** copies of all software versions that are needed
- D.** software awaiting user acceptance testing

A. Correct. Only authorized versions of software used in the IT Infrastructure are stored in the DSL.
B. Incorrect. The DSL contains only copies of authorized software. Live software isn't necessarily authorized by definition.
C. Incorrect. The DSL contains only copies of authorized software (Master Copies) already in use.
D. Incorrect. The DSL does not contain software awaiting user acceptance.

19 of 40

Which process has the task of classifying Service Disruptions reported by users?

- A.** Change Management
- B.** Incident Management
- C.** Problem Management
- D.** Service Level Management

A. Incorrect. Change Management is responsible for classifying Requests for Change and planning and implementing Changes.
B. Correct. Service disruptions are Incidents that users will report to the Service Desk. The Service Desk follows the Incident Management process to manage the disruption.
C. Incorrect. Problem Management is responsible for Problems. Service disruptions are Incidents and therefore the responsibility of Incident Management.
D. Incorrect. Service Level Management is responsible for managing Service Level Agreements (SLAs).

20 of 40

The cash registers in a supermarket experience network disruptions daily between 4 p.m. and 6 p.m.

Which process is responsible for explaining these difficulties?

- A.** Availability Management
- B.** Capacity Management
- C.** Change Management
- D.** Problem Management

A. Incorrect. Availability Management is strategically responsible for the availability of IT Services, not for Problems and disruptions.

B. Incorrect. Capacity Management is strategically responsible for the right capacity at the right time, not for Problems and disruptions.

C. Incorrect. Change Management is responsible for the implementation of changes, not for Problems and disruptions.

D. Correct. Problem Management is responsible for Problem solving. These Incidents occur daily and are related to a Problem.

21 of 40

What is the criterion used by Change Management in determining the category of Minor, Significant/Substantial, or Major for a Request for Change (RFC)?

- A.** Content
- B.** Impact
- C.** Priority
- D.** Urgency

A. Incorrect. The content of a Request for Change is a description of the Change itself.

B. Correct. The Impact is used to categorize the Request for Change. The Impact determines how many resources in terms of money, time and capacity is needed to implement the Change.

C. Incorrect. Priority is based on impact and urgency.

D. Incorrect. Urgency shows how quickly a Change should be implemented.

22 of 40

Which of the following questions can **not** be answered directly from the Configuration Management Database (CMDB)?

- A. What Incidents or Problems have there been for this PC?
- B. Which Configuration Items (CIs) does a specific Service consist of?
- C. Which members of staff of department X have moved to department Y?
- D. Which Requests for Change (RFCs) have been submitted for a specific server?

A. Incorrect. Incidents and Problems are related to Configuration Items (CIs) and are registered in the CMDB.
B. Incorrect. Relationships between Configuration Items (CIs) are registered in the CMDB.
C. Correct. Personnel moves would be tracked by Human Resources and this information would **not** directly be part of the CMDB.
D. Incorrect. A Request for Change (RFC) is registered in the CMDB. When the Change is implemented the CMDB will be updated.

23 of 40

How can an organization determine the effectiveness of the Service Level Management process?

- A. by checking contracts with suppliers
- B. by defining Service Levels
- C. by measuring customer satisfaction
- D. by reporting on all Incidents

A. Incorrect. Contracts with suppliers are part of the Service Level Management process but you cannot determine the effectiveness of the process by checking the contracts.
B. Incorrect. Defining Service Levels is important to deliver IT Services but they do not provide information about the effectiveness of the Service Level Management process.
C. Correct. Customer satisfaction is the most important aspect to determine the effectiveness of Service Level Management.
D. Incorrect. By reporting on all Incidents you can determine the effectiveness of Incident Management but not the effectiveness of Service Level Management.

24 of 40

Which of the following is **not** an activity of the Service Desk?

- A.** Detect and record Incidents
- B.** Investigate and diagnose Incidents
- C.** Manage Service requests
- D.** Ownership, monitoring, tracking, communication

- A. Incorrect. These activities are the responsibility of the Service Desk.
- B. Correct. These activities are the responsibility of Incident Management process.
- C. Incorrect. These activities are the responsibility of the Service Desk.
- D. Incorrect. These activities are the responsibility of the Service Desk.

25 of 40

By applying Availability Management methods and techniques to the design, development, and delivery of a Service, which of the following will not affect the overall availability of that Service?

- A.** Component expenditure
- B.** Infrastructure resilience
- C.** Quality of maintenance by support organizations and suppliers
- D.** Reliability of components

- A. Correct. The cost of a component does not directly affect overall service availability.
- B. Incorrect. Resilience, part of reliability, directly affects overall service availability.
- C. Incorrect. Serviceability and maintainability directly affects overall service availability.
- D. Incorrect. Reliability of components directly affects overall service availability.

26 of 40

Which of the following is **not** an activity of Problem Management?

- A.** Maintaining relationships with third party suppliers
- B.** Proactively preventing Incidents through Trend Analysis
- C.** Taking charge of Incidents that have exceeded accepted timeframes
- D.** Working closely with Availability Management to ensure agreed levels of Service Availability are met

- A. Incorrect. This is part of the activities performed by Problem Management
- B. Incorrect. This is part of the activities performed by Problem Management
- C. Correct. Problem Management may be asked to support Incident Management as a resource but not to take ownership.
- D. Incorrect. This is part of the activities performed by Problem Management

27 of 40

Which of the following is a Capacity Management activity?

- A.** Maintainability
- B.** Resource Management
- C.** Security
- D.** Serviceability

- A. Incorrect. Maintainability is an activity of Availability Management.
- B. Correct. Resource Management is an activity of Capacity Management.
- C. Incorrect. Security is the responsibility of Security Management.
- D. Incorrect. Serviceability is an activity of Availability Management.

28 of 40

What is the Goal of Incident Management?

- A.** Communicating with Customers and Users as to future Service disruptions
- B.** Matching new Incidents to Known Errors
- C.** Restoring Service as quickly as possible
- D.** Tracking Problems into the Known Error database (KEDB)

- A. Incorrect. Communication is a task or activity performed by the Service Desk to support Incident Management but is not the goal of Incident Management.
- B. Incorrect. Incident Matching is not the goal of Incident Management. It is part of an Incident Management activity.
- C. Correct. This is the goal of Incident Management.
- D. Incorrect. This is a responsibility of Problem Management.

29 of 40

Which of the following describes the basic concept of Integrity in the Security Management process?

- A.** access to the data at any moment
- B.** protection of the data against unauthorized access and use
- C.** the capacity to verify the correctness of the data
- D.** the correctness of the data

- A. Incorrect. The accessibility of data does not mean the data is correct as being meant by the concept 'Integrity'.
- B. Incorrect. The protection of the data is called 'Security'.
- C. Incorrect. Not the capacity to verify the correctness of the data but the correctness itself is called 'Integrity'.
- D. Correct. The correctness of the data is called 'Integrity'.

30 of 40

In which Configuration Management activity are audits regularly completed?

- A.** Identification
- B.** Planning
- C.** Status monitoring
- D.** Verification

A. Incorrect. Identification is about identifying the IT-components which have to be added to the Configuration Management Database (CMDB).

B. Incorrect. Planning means planning the role and responsibilities of the process and determining the scope and level of the Configuration Management Database (CMDB).

C. Incorrect. Monitoring the status of IT-components means to view and report component status such as 'in operation', 'repair', 'maintenance', 'archive'.

D. Correct. Part of verification is doing reviews and audits to determine if the Configuration Management Database (CMDB) is up to date and correct.

31 of 40

What aspects would you **not** expect to see in a Service Level report designed for the customer?

- A.** the average utilization level of the Service Desk staff
- B.** the level of availability realized and the time not available per period
- C.** the percentage of Incidents that was resolved within the target
- D.** the successful and backed out Changes per period

A. Correct. The average utilization level of Service Desk staff is reported in a Service Desk report, not in a Service Level report.

B. Incorrect. A Service Level report contains the availability realized in a certain timeframe.

C. Incorrect. The percentage of incident that was resolved within target can be part of a Service Level report.

D. Incorrect. Successful and backed out Changes can be part of a Service Level report.

32 of 40

Which of the following processes has the most direct relationship or interdependency with Capacity Management?

- A.** Availability Management
- B.** Configuration Management
- C.** IT Service Continuity Management
- D.** Release Management

A. Correct. Capacity and Availability Management share common goals and complement each other. Ideally Availability and Capacity Management should be aligned as there are many interdependencies. Because of the many dependencies, the two processes need to be coordinated effectively. They both use many of the same tools and techniques such as Component Failure Impact Analysis (CFIA) and Fault Tree Analysis (FTA).

B. Incorrect. Configuration Management information will be useful to Capacity and conceptually, the CDB will be a subset of the CMDB. The strongest relationship lies with Availability due to its interdependency.

C. Incorrect. Though this is a valuable interface, IT Service Continuity will rely more on Availability Management to perform its design activities and Capacity for its capacity requirements. The strongest relationship lies with Availability due to its interdependency.

D. Incorrect. Release Management will interact with Capacity in determining roll-out options/plans but the most direct relationship to Capacity is Availability due to its interdependency.

33 of 40

A process is a logically coherent series of activities for a pre-defined goal.

What is the process owner responsible for?

- A.** describing the process
- B.** implementing the process
- C.** providing process reports
- D.** setting up the process

A. Correct. The process owner's main responsibility is ensuring fit-for-purpose and providing the scope (describing) of the process.

B. Incorrect. The process owner's main responsibility is to take a high-level view of the process and hold ultimate responsibility for the process 'goodness.' Implementing the process is the responsibility of the process manager and process team.

C. Incorrect. Process reporting the responsibility of the process manager.

D. Incorrect. The process owner's main responsibility is to take a high-level view of the process during operations. Setting up the process is the responsibility of the process manager under the guidance of the process owner.

34 of 40

A power failure has knocked out the entire IT infrastructure. Fortunately, an IT Service Continuity Plan (ITSC) is available.

At what point should the Crisis Management Team be asked to invoke the ITSC Plan?

- A.** Immediately, as the IT Service can no longer be used.
- B.** When the failure will likely extend beyond the targets defined in the Service Level Agreement (SLA).
- C.** When the Incident Manager thinks this is necessary.
- D.** When the time within which the failure should be solved, has exceeded.

A. Incorrect. The ITSC Plan will be invoked after a predefined time not immediately after the Incident takes place.
B. Correct. The ITSC Plan will be invoked after a predefined time and if the targets as defined in the Service Level Agreement (SLA) cannot be met.
C. Incorrect. The ITSC Plan will be invoked after a predefined time not at the call of the Incident Manager.
D. Incorrect. The ITSC Plan will be invoked after a predefined time and if the targets as defined in the Service Level Agreement (SLA) cannot be met. When the time to repair a failure exceeds the agreed maximum time this is not directly a reason to invoke the IT Service Continuity Plan.

35 of 40

Which process or function standardizes the request for a new workstation?

- A.** Change Management
- B.** Incident Management
- C.** Service Desk
- D.** Service Level Management

A. Correct. A request for a new workstation is a Request for Change. Change Management manages all Requests for Change and then assigns them to the most efficient path, in this case, creating a Standard Change that will be managed by the Service Desk as a Service Request.
B. Incorrect. A request for a new workstation is a Request for Change. Incident Management is responsible for solving Incidents as soon as possible.
C. Incorrect. A request for a new workstation is a Request for Change. The Service Desk is the initial point of contact for users.
D. Incorrect. A request for a new workstation is a Request for Change. Service Level Management is responsible for managing Service Level Agreements (SLAs).

36 of 40

Which statement best describes the role of the Service Desk?

- A.** The Service Desk ensures that the agreed IT service is available.
- B.** The Service Desk ensures that the telephone is always manned.
- C.** The Service Desk is the Single point of contact for the user.
- D.** The primary task of the Service Desk is to investigate Problems.

- A. Incorrect. This is the responsibility of Availability Management.
- B. Incorrect. Ensuring the telephone at the Service Desk is always manned is of course important but not the best description of the role of the Service Desk.
- C. Correct. Being the Single point of contact for users, is one of the main responsibilities of the Service Desk.
- D. Incorrect. Problem Management is responsible for investigating and resolving Problems.

37 of 40

Which of the following is a benefit of using ITIL®?

- A.** it is finally possible to charge for IT Services
- B.** the organization around the IT Services can be set up faster
- C.** the quality and the costs of the IT Services can be controlled more efficiently
- D.** the users can influence the IT organization providing the IT Services

- A. Incorrect. Charging for using IT Services can be done with or without the use of ITIL®.
- B. Incorrect. Setting up the IT organization using ITIL® has many benefits but also cost time.
- C. Correct. By using ITIL® the IT Services can be controlled more efficiently in terms of quality and costs.
- D. Incorrect. Influencing the IT organization can be done with or without the use of ITIL®.

38 of 40

In Change Management, a number of activities take place between the acceptance of a Request for Change (RFC) and the completion of the Change.

Which activity is performed **first** after acceptance of a Request for Change?

- A.** building and testing the Change
- B.** determining the urgency of the Change
- C.** implementing the Change
- D.** scheduling the Request for Change

A. Incorrect. Building and testing the Change will take place after classification has been done.

Part of classification is to determine the urgency.

B. Correct. The first step after the acceptance is to determine the urgency of the Change.

C. Incorrect. Implementing the Change will take place after building, testing and scheduling has been done.

D. Incorrect. Scheduling the Request for Change will take place after classification has been done. Part of classification is to determine the urgency.

39 of 40

What does the term 'Detail Level' mean in the context of the Configuration Management Database (CMDB)?

- A.** the depth of the database structure
- B.** the location of the Configuration Item (CI)
- C.** the quantity of stored Configuration Items (CIs)
- D.** the relationship between the different Configuration Items (CIs)

A. Correct. Level means the depth of the Configuration Management Database (CMDB).

B. Incorrect. The location of Configuration Items (CIs) is their physical location.

C. Incorrect. The quantity of stored Configuration Items is the amount of Configuration Items (CIs) that are in the Configuration Management Database (CMDB).

D. Incorrect. The relationship between Configuration Items (CIs) is separate from individual CI details.

40 of 40

Which of the following tasks is part of Proactive Problem Management?

- A.** analyzing Trends
- B.** making a Change to resolve a Problem
- C.** managing Known Errors
- D.** registering frequently occurring Errors

A. Correct. Analyzing trends is part of Proactive Problem Management. By analyzing trends Problem Management is able to identify Incidents/Problems before they occur and put measures into place, via Change Management, before an Incident occurs.

B. Incorrect. Making a Change to resolve a Problem is reactive and is managing the change is the responsibility of Change Management

C. Incorrect. Managing Known Errors is a task of Problem Management but it is not a proactive task.

D. Incorrect. Registering frequently occurring errors is part of Incident Management/Service Desk.

Evaluation

The table below shows the correct answers to the questions in this sample examination.

number	answer	points
1	C	1
2	B	1
3	D	1
4	D	1
5	A	1
6	D	1
7	C	1
8	C	1
9	A	1
10	D	1
11	A	1
12	A	1
13	A	1
14	C	1
15	D	1
16	B	1
17	C	1
18	A	1
19	B	1
20	D	1

number	answer	points
21	B	1
22	C	1
23	C	1
24	B	1
25	A	1
26	C	1
27	B	1
28	C	1
29	D	1
30	D	1
31	A	1
32	A	1
33	A	1
34	B	1
35	A	1
36	C	1
37	C	1
38	B	1
39	A	1
40	A	1