
Question: 1

Which one of the following is the BEST description of a service level agreement (SLA)?

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

Answer: D

Question: 2

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A

Question: 3

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

Answer: D

Question: 4

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Answer: B

Question: 5

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

Answer: C

Question: 6

Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics
2. Business continuity strategy
3. Business impact analysis (BIA)
4. Risk assessment

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

Answer: C

Question: 7

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

Answer: A

Question: 8

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio

D. Ensuring that all operational services are recorded in the service catalogue

Answer: B

Question: 9

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Answer: A

Question: 10

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

- A. To ensure that a service can be managed and operated in accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

Answer: B

Question: 11

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

Answer: D

Question: 12

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management

- B. Event management
- C. Service catalogue management
- D. Problem management

Answer: B

Question: 13

Which of the following are managed by facilities management?

- 1. Hardware within a data centre or computer room
 - 2. Applications
 - 3. Power and cooling equipment
 - 4. Recovery sites
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- A. 1, 2 and 3 only
 - B. All of the above
 - C. 1, 3 and 4 only
 - D. 1 and 3 only

Answer: C

Question: 14

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Answer: D

Question: 15

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

Answer: C
