

ITIL Foundation 2011

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

A. Continual service improvement

B. Change management

C. Service level management

D. Availability management

Answer(s): C

2. Which one of the following would NOT be defined as part of every process?

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Answer(s): C

3. Which one of the following functions would be responsible for the management of a data centre?

A. Technical management

B. Service desk

C. Application management

D. Facilities management

Answer(s): D

4. The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

A. Data

B. Information

C. Knowledge

D. Governance

Answer(s): C

5. Availability management is directly responsible for the availability of which of the following?

A. IT services and components

B. IT services and business processes

C. Components and business processes

D. IT services, components and business processes

Answer(s): A

6. Which process is responsible for managing relationships with vendors?

A. Change management

B. Service portfolio management

C. Supplier management

D. Continual service improvement

Answer(s): C

7. Which of the following service desk organizational structures are described in service operation?

1. Local service desk
2. Virtual service desk
3. IT help desk
4. Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Answer(s): A

8. What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board

B. The change advisory board

C. The change implementer

D. The change manager

Answer(s): B

9. The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, plans

C. People, process, products, partners

D. People, products, plans, partners

Answer(s): C

10. Within service design, what is the key output handed over to service transition?

A. Measurement, methods and metrics

B. Service design package

C. Service portfolio design

D. Process definitions

Answer(s): B

11. Consider the following list:

1. Change authority
2. Change manager
3. Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

A. Job descriptions

B. Functions

C. Teams

D. Roles, people or groups

Answer(s): D

12. Which process includes business, service and componentsub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Answer(s): A

13. The consideration of value creation is a principle of which stageof the service lifecycle?

A. Continual service improvement

B. Service strategy

C. Service design

D. Service transition

Answer(s): B

14. Which of the following should be documented in an incident model?

1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Answer(s): B

15. Hierarchic escalation is BEST described as?

A. Notifying more senior levels of management about an incident

B. Passing an incident to people with a greater level of technical skill

C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction

D. Failing to meet the incident resolution times specified in a service level agreement

Answer(s): A

16. Which statement should NOT be part of the value proposition for Service Design?

A. Reduced total cost of ownership

B. Improved quality of service

C. Improved Service alignment with business goals

D. Better balance of technical skills to support live services

Answer(s): D

17. Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4: Identifying possible future markets that the service provider could operate in

A. 1, 2 and 3 only

B. 1 and 2 only

C. 1, 2 and 4 only

D. All of the above

Answer(s): A

18. Which of the following types of service should be included in the scope of service portfolio management?

1. Those planned to be delivered

2. Those being delivered

3. Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Answer(s): B

19. 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. Emergencychange advisory board

C. Urgent change board

D. Urgent change authority

Answer(s): B

20. What do customer perceptions and business outcomes help to define?

A. The value of a service

B. Governance

C. Total cost of ownership (TCO)

D. Key performance indicators (KPIs)

Answer(s): A
