

# ISEB ITIL Foundation

1. Which of the following is NOT an example of Self-Help capabilities?

A. Requirement to always call the service desk for service requests

B. Menu-driven range of self help and service requests

C. Web front-end

D. A direct interface into the back end process handling software

**Answer(s): A**

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2. Service Design emphasizes the importance of the Four Ps'.

Which of the following is a correct list of these Four Ps?

A. People, Products, Partners, Profit

B. Potential, Preparation, Performance, Profit

C. People, Potential, Products, Performance

D. People, Process, Products, Partners

**Answer(s): D**

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3. With which of the following processes is Problem Management least likely to interface on a regular basis?

A. IT Financial Management

B. Change Management

C. Incident Management

D. Availability Management

**Answer(s): A**

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4. An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer.

What imbalance does this represent?

A. extreme focus on cost

B. extreme focus on quality

C. excessively reactive

D. excessively proactive

**Answer(s): A**

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5. In the phrase "People, Processes, Products and Partners". Products refers to:

A. Services, technology and tools

B. IT Infrastructure and Applications

C. Goods provided by third parties to support the IT Services

D. All assets belonging to the Service Provider

**Answer(s): A**

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6. Which of the following places Problem Management activities in the correct order:

A. Identify and record, classify, investigate and diagnose, raise an RFC, review the change

B. Investigate and diagnose, raise an RFC, classify, identify and record

C. Identify and record, investigate and diagnose, raise an RFC, classify, review the change

D. Review a change, classify, identify and record, investigate and diagnose, raise another RFC

**Answer(s): A**

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7. What is a RACI model used for?

A. Defining roles and responsibilities

B. Monitoring services

C. Performance analysis

D. Recording Configuration Items

**Answer(s): A**

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8. Which of the following statements is INCORRECTLY assigned to its book?

A. contains guidance on transferring the control of services between customers and service providers: SERVICE TRANSITION

B. ensures that organization are in a position to handle the costs and risks associated with their service portfolios: SERVICE STRATEGY

C. provides guidance for the development of services and service management processes: SERVICE DESIGN

D. contains guidance on supporting operations through new models and architectures, such as shares services: CONTINUAL SERVICE IMPROVEMENT

**Answer(s): D**

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9. Which of the following is NOT an objective of the Operations Management function?

A. Maintenance of status quo to achieve stability of day to day processes and activities

B. Regular scrutiny and improvements to achieve improved service at reduced costs

C. Swift application of skills to diagnose any IT Operations failures that occur

D. First line Incident investigation and diagnosis logged by users

**Answer(s): D**

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**10.** Which of the following activities may, exceptionally, be omitted for an urgent change?

1 Recording that the change has been made

2 Testing the change

3 Holding a CAB meeting

4 Establishing a back-out plan

A. All of them

B. 2 and 4

C. 2 and 3

D. 3 and 4

**Answer(s): C**

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**11.** Which of the following statements is INCORRECT?

A. The SKMS is part of the Configuration Management System (CMS)

B. The SKMS can include data on the performance of the organization

C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)

D. The SKMS can include user skill levels

**Answer(s): A**

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**12.** The MAIN objective of Service Level Management is:

A. To carry out the service operations activities 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 services catalogue

D. to ensure that an agreed level of IT service is provided for all current IT services

**Answer(s): D**

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**13.** Which of the following BEST describes the goal of Access Management?

A. Provides the rights for users to be able to use a service or group of services

B. To prevent Problems and resulting Incidents from happening

C. To provide a channel for users to request and receive standard services

D. To detect security events and make sense of them

**Answer(s): A**

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**14.** Why is Service Management so important to IT service providers?

A. The success of many businesses depends upon the quality of their IT

B. It's the only way to manage IT in the Internet age

C. It's contained within the IT Infrastructure Library

D. It's the first non-proprietary initiative for the management of IT systems

**Answer(s): A**

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**15.** The group that authorizes changes that must be installed faster than the normal process is called the?

A. Emergency CAB (ECAB)

B. Urgent Change Authority (UCA)

C. Urgent Change Board (UCB)

D. CAB Emergency Committee (CAB/EC)

**Answer(s): A**

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**16.** Which of the following are the two primary elements that create value for customers?

A. Utility and Warranty

B. Customer and User Satisfaction

C. Understanding Service Requirements and Warranty

D. Value on Investment, Return on Investment

**Answer(s): A**

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**17.** Which of the following statements about processes is CORRECT?

1 A process is always organized around a set of objectives

2 A process should be documented

A. 1 only

B. 2 only

C. Neither of the above

D. Both of the above

**Answer(s): D**

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**18.** Which of the following is NOT the responsibility of the Release Management process?

A. The physical aspects of software control

B. Ensuring that the accuracy of CMDB entries concerning software CIs is maintained

C. Helping to determine the software release policy

D. Distributing software

**Answer(s): B**

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**19.** In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

A. Service Transition

B. Service Design

C. Service Strategy

D. Service Operation

**Answer(s): B**

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**20.** To add value to the business, what are the four reasons to monitor and measure?

A. manage; monitor; diagnose; intervene

B. Validate; Direct; Justify; Intervene

C. report; manage; improve; extend

D. plan; predict; report; justify

**Answer(s): B**

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