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Topic Break Down

Topic	No. of Questions
Topic 1, Volume A	59
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QUESTION NO: 1

Which Function would provide staff to monitor events in a Network Operations Centre?

- A. IT Operations Management
- B. Applications Management
- C. Service Desk
- D. Technical Management

ANSWER: A

QUESTION NO: 2

A Service Level Agreement is?

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

ANSWER: B

QUESTION NO: 3

Which of the following is NOT a valid objective of problem management?

- A. To prevent problems and their resultant Incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

ANSWER: C

QUESTION NO: 4

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 NO: 5

Which of the following are types of service defined in ITIL?

- 1. Enabling
 - 2. Core
 - 3. Enhancing
 - 4. Computer
- A. 1, 3 and 4 only
 - B. 2, 3 and 4 only
 - C. 1, 2 and 4 only
 - D. 1, 2 and 3 only

ANSWER: D

Explanation:

Reference:

http://books.google.com.pk/books?id=xedemWEIspQC&pg=PA14&lpg=PA14&dq=ITIL+types+of+services+enabling+core+enhancing&source=bl&ots=BD_PYvN87y&sig=dZ6y0vHgkLbXPIHdG0fCvH_D9Eg&hl=en&sa=X&ei=qjQ-Ue3SO4SHParWgYAH&redir_esc=y#v=onepage&q=ITIL%20types%20of%20services%20enabling%20core%20enhancing&f=false

QUESTION NO: 6

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

ANSWER: B

Explanation:

Reference: http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design

QUESTION NO: 7

Which of the following are responsibilities of a Service Level Manager?

1. Agreeing targets in Service Level Agreements
 2. Designing the service so it can meet the targets
 3. Ensuring all needed contracts and agreements are in place
- A.** 1 and 3 only
- B.** All of the above
- C.** 2 and 3 only
- D.** 1 and 2 only

ANSWER: A

QUESTION NO: 8

What is the definition of an Alert?

- A.** An error message to the user of an application
- B.** An audit report that indicates areas where IT is not performing according to agreed procedures
- C.** A warning that a threshold has been reached or that something has changed
- D.** A type of Incident

ANSWER: C

QUESTION NO: 9

When should tests for a new service be designed?

- A.** At the same time as the service is designed
- B.** After the service has been designed, before the service is handed over to Service Transition
- C.** As part of Service Transition

D. Before the service is designed

ANSWER: A

QUESTION NO: 10

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

ANSWER: B

QUESTION NO: 11

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business objectives
- B. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- C. The objective of any IT process should be expressed in terms of business benefits and goals
- D. A process may define policies, standards and guidelines

ANSWER: B

QUESTION NO: 12

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

ANSWER: B

QUESTION NO: 13

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

ANSWER: A

QUESTION NO: 14

Which is responsible for the production of the service design package (SDP)?

- A. Service portfolio management
- B. Service catalogue management
- C. Design coordination
- D. Service design

ANSWER: D

QUESTION NO: 15

What should be documented as part of every process?

- A. The process owner, process policy and set of process activities
- B. The service owner, service level agreement and set of process procedures
- C. The policy owner, operational level agreement and set of process steps
- D. The service manager, service contract and set of work instructions

ANSWER: A

QUESTION NO: 16

Which of the following are benefits to the business of implementing service transition?

1. Better reuse and sharing of assets across projects and resources
 2. Reduced cost to design new services
 3. Result in higher volume of successful changes
- A.** 1 and 2 only
B. 2 and 3 only
C. 1 and 3 only
D. None of the above

ANSWER: C

QUESTION NO: 17

Which of the following would commonly be found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
 2. Description of the goods or service provided
 3. Responsibilities and dependencies for both parties
- A.** 1 and 2 only
B. 1 and 3 only
C. 2 and 3 only
D. All of the above

ANSWER: D

QUESTION NO: 18

Which process will regularly analyze incident data to identify discernable trends?

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

ANSWER: B

QUESTION NO: 19

When can a known error record be raised?

1. At any time it would be useful to do so
 2. After a workaround has been found
- A.** 2 only
- B.** 1 only
- C.** Neither of the above
- D.** Both of the above

ANSWER: D

QUESTION NO: 20

What type of improvement should be achieved by using the Deming Cycle?

- A.** Rapid, one-off improvement
- B.** Return on investment within 12 months
- C.** Quick wins
- D.** Steady, ongoing improvement

ANSWER: D