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Topic Break Down

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QUESTION NO: 1

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

ANSWER: B**QUESTION NO: 2**

Which statements about best practice is MOST correct?

- A. Customers are a source of best practice and will advise service providers how it should be implemented
- B. Internal experience is the only source of best practice because it is developed within the service provider
- C. ITIL is a source of best practice and is validated across a wide set of environments and situations
- D. Suppliers are a source of best practice and they will improve the services delivered by a service Provider

ANSWER: C**QUESTION NO: 3**

Which of the following are sources of best practice?

- 1. Academic research
 - 2. Internal experience
 - 3. Industry practices
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only

D. 2 and 3 only

ANSWER: A

QUESTION NO: 4

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 NO: 5

Which document shows a detailed analysis of business impact and benefits?

- A. A return on investment
- B. Service level requirements
- C. A business case
- D. A service level agreement

ANSWER: C

QUESTION NO: 6

Which of the following options is a hierarchy that is used in knowledge management?

- A. Wisdom - Information - Data - Knowledge
- B. Data - Information - Knowledge - Wisdom
- C. Knowledge - Wisdom - Information - Data
- D. Information - Data - Knowledge - Wisdom

ANSWER: B

QUESTION NO: 7

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

- A. A capacity database
- B. A definitive media library
- C. A request for change
- D. A known error database

ANSWER: D**QUESTION NO: 8**

Can service operation improve efficiency in the business operation by automating common routines?

- A. No, automating common routines improves effectiveness but not efficiency
- B. Yes, through automating common routines and introducing the service knowledge management System (SKMS)
- C. Yes, through automating common routines, more productive work can be carried out
- D. No, automating common routines only results in preventing common problems

ANSWER: B**QUESTION NO: 9**

Which process works with incident management to ensure that security breaches are detected and logged?

- A. Change management
- B. Service level management
- C. Access Management
- D. Continual Service improvement

ANSWER: A**QUESTION NO: 10**

What BEST describes the customers and users of an IT service provider?

- A. Customers buy IT services; users use IT services

- B. Customers design IT services; users test IT services
- C. Customers sell IT services; users improve IT services
- D. Customers agree the service levels; users buy IT services

ANSWER: A

QUESTION NO: 11

What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome
- B. Incident
- C. Change
- D. Problem

ANSWER: A

QUESTION NO: 12

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: 13

Which of the following BEST describes service strategies' value to the business?

- A. Allows higher volumes of successful change

- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

ANSWER: D

QUESTION NO: 14

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 storage devices will be
- D. Agreeing the service levels for the service supported by the application

ANSWER: B

QUESTION NO: 15

Which of the following is NOT a source of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

ANSWER: B