# ISEB

## Exam Questions ITILF

ITIL Foundation

**NEW QUESTION 1**
Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management
B. Service portfolio management
C. Request fulfilment
D. Demand management

**Answer:** C

**NEW QUESTION 2**
Which one of the following includes four stages called Plan, Do, Check and Act?

A. The Deming Cycle
B. The continual service improvement approach
C. The seven-step improvement process
D. The service lifecycle

**Answer:** A

**NEW QUESTION 3**
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

**NEW QUESTION 4**
Which process or function is responsible for monitoring activities and events in the IT infrastructure?

A. Service level management
B. IT operations management
C. Capacity management
D. Incident management

**Answer:** B

**NEW QUESTION 5**
Which one of the following do technology metrics measure?

A. Components
B. Processes
C. The end-to-end service
D. Customer satisfaction

**Answer:** A

**NEW QUESTION 6**
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

**NEW QUESTION 7**
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

**NEW QUESTION 8**
Which of the following is an objective of business relationship management?

A. To identify patterns of business activity
B. To ensure high levels of customer satisfaction
C. To secure funding to manage the provision of services
D. To ensure strategic plans for IT services exist

**Answer:** B

**NEW QUESTION 9**
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

**NEW QUESTION 10**
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:** B

**NEW QUESTION 10**
Which of the following BEST describes the purpose of access management?

A. To provide a channel for users to request and receive standard services
B. Provides the rights for users to be able to use a service or group of services
C. To prevent problems and resulting Incidents from happening
D. To detect security events and make sense of them

**Answer:** B

**NEW QUESTION 15**
Which process will regularly anal0yse incident data to identify discernible trends?

A. Service level management
B. Problem management
C. C0hange management
D. Event management

**Answer:** B

**NEW QUESTION 19**
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:** C

**NEW QUESTION 21**
Which of the following is service transition planning and support NOT responsible for?

A. Prioritizing conflicts for service transition resources
B. Coordinating the efforts required to manage multiple simultaneous transitions
C. Maintaining policies, standards and models for service transition activities and processes
D. Detailed planning of the build and test of individual changes

**Answer:** D

**NEW QUESTION 22**
The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of

what?

A. A change
B. A change model
C. A change request
D. A change advisory board

**Answer:** A

**NEW QUESTION 27**
Where would you expect incident resolution targets to be documented?

A. A service level agreement (SLA)
B. A request for change (RFC)
C. The service portfolio
D. A service description

**Answer:** A

**NEW QUESTION 28**
Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfilment, and access management
B. Event management, incident management, change management, and access management
C. Incident management, problem management, service desk, request fulfilment, and event management
D. Incident management, service desk, request fulfilment, access management, and event management

**Answer:** A

**NEW QUESTION 32**
Which of the following is NOT one of the five individual aspects of service design?

A. The design of the service portfolio, including the service catalogue
B. The design of new or changed services
C. The design of market spaces
D. The design of the technology architectures

**Answer:** C

**NEW QUESTION 36**
A process owner is responsible for which of the following?
1: Defining the process strategy
2: Assisting with process design
3: Improving the process
4: Performing all activities involved in a process

A. 2, 3 and 4 only
B. All of the above
C. 1, 2 and 3 only
D. 1, 2 and 4 only

**Answer:** C

**NEW QUESTION 41**
What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers
B. Reporting intervals should be set by the service provider
C. Reports should be produced weekly
D. Service reporting intervals must be the same for all services

**Answer:** A

**NEW QUESTION 42**
Which process is responsible for providing the rights to use an IT service?

A. Incident management
B. Access management
C. Change management
D. Request fulfillment

**Answer:** B

**NEW QUESTION 47**
Which process would ensure that utility and warranty requirements are properly addressed in service designs?

A. Availability management
B. Capacity management
C. Design coordination
D. Release management

**Answer:** C


**NEW QUESTION 52**
Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

A. Profit
B. Preparation
C. Products
D. Potential

**Answer:** C


**NEW QUESTION 53**
Which one of the following statements about incident reporting and logging is CORRECT?

A. Incidents can only be reported by users
B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
C. All calls to the service desk must be logged as incidents
D. Incidents reported by technical staff must also be logged as problems

**Answer:** B


**NEW QUESTION 57**
What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

A. Return on investment (ROI), value on investment (VOI), quality
B. Strategic, tactical and operational
C. Critical success factors (CSFs), key performance indicators (KPIs), activities
D. Technology, process and service

**Answer:** D


**NEW QUESTION 59**
Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

A. Do
B. Perform
C. Implement
D. Measure

**Answer:** A


**NEW QUESTION 64**
Which one of the following statements BEST describes a definitive media library (DML)?

A. A secure location where definitive hardware spares are held
B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected
C. A database that contains definitions of all media CIs
D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

**Answer:** B


**NEW QUESTION 65**
Which one of the following is the BEST description of a service request?

A. A request from a user for information, advice or for a standard change
B. Anything that the customer wants and is prepared to pay for
C. Any request or demand that is entered by a user via a self-help web-based interface
D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

**Answer:** A

**Explanation:**

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.


**NEW QUESTION 69**

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

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

**Answer:** B

## NEW QUESTION 73
In which of the following should details of a workaround be documented?

A. The service level agreement (SLA)
B. The problem record
C. The availability management information system
D. The IT service plan

**Answer:** B

## NEW QUESTION 76
Which of the following is the BEST reason for categorizing incidents?

A. To establish trends for use in problem management and other IT service management (ITSM) activities
B. To ensure service levels are met and breaches of agreements are avoided
C. To enable the incident management database to be partitioned for greater efficiency
D. To identify whether the user is entitled to log an incident for this particular service

**Answer:** A

## NEW QUESTION 81
Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?

A. To ensure that a service managed and operated 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

## NEW QUESTION 82
A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so
B. No: the Known Error should be created before the problem is logged
C. No: a known error record is created when the original incident is raised
D. No: a known error record should be created with the next release of the service

**Answer:** A

## NEW QUESTION 87
Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

A. Service level management
B. Change management
C. Incident management
D. Service asset and configuration management

**Answer:** D

## NEW QUESTION 92
Which of the following availability management activities is/are considered to be proactive as opposed to reactive?
1: Monitoring system availability
2: Designing availability into a proposed solution

A. None of the above
B. Both of the above
C. 1 only
D. 2 only

**Answer:** D

## NEW QUESTION 96
Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

A. Service strategy

B. Service transition
C. Service operation
D. Continual service improvement

**Answer:** C


**NEW QUESTION 98**
What are the three service provider business models?

A. Internal service provider, outsourced 3rd party and off-shore party
B. Internal service operations provider, external service operations provider, shared service unit
C. Internal service provider, external service provider, outsourced 3rd party
D. Internal service provider, external service provider, shared service unit

**Answer:** D


**NEW QUESTION 101**
What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

**Answer:** D


**NEW QUESTION 105**
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


**NEW QUESTION 107**
Which reason describes why ITIL is so successful?

A. The five ITIL volumes are concise
B. It is not tied to any particular vendor platform
C. It tells service providers exactly how to be successful
D. It is designed to be used to manage projects

**Answer:** B


**NEW QUESTION 108**
What are the categories of events described in the ITIL service operation book?

A. Informational, scheduled, normal
B. Scheduled, unscheduled, emergency
C. Informational, warning, exception
D. Warning, reactive, proactive

**Answer:** C


**NEW QUESTION 113**
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:** A


**NEW QUESTION 116**
Which of the following identifies the purpose of service transition planning and support?

A. Provide overall planning for service transitions and co-ordinate the resources they require
B. Ensure that all service transitions are properly authorized
C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked

D. To define testing scripts to ensure service transitions are unlikely to ever fail

**Answer:** A

**NEW QUESTION 121**
Which of the following is the BEST description of a centralized service desk?

A. The desk is co-located within or physically close to the user community it serves
B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
C. The desk provides 24 hour global support
D. There is a single desk in one location serving the whole organization

**Answer:** D

**NEW QUESTION 125**
What type of record should you raise when a problem diagnosis is complete and a workaround is available?

A. A service object
B. An incident
C. A change
D. A known error

**Answer:** D

**NEW QUESTION 127**
The definitive media library is the responsibility of:

A. Facilities management
B. Access management
C. Request fulfillment
D. Service asset and configuration management

**Answer:** D

**NEW QUESTION 128**
Which of the following processes are performed by the service desk?
1: Capacity management
2: Request fulfillment
3: Demand management
4: Incident management

A. All of the above
B. 3 and 4 only
C. 2 and 4 only
D. 2 only

**Answer:** C

**NEW QUESTION 129**
Which of the following can include steps that will help to resolve an incident?
1: Incident model
2: Known error record

A. 1 only
B. 2only
C. Both of the above
D. Neither of the above

**Answer:** C

**NEW QUESTION 131**
Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

A. Extreme focus on cost
B. Extreme focus on responsiveness
C. Vendor focused
D. Extreme internal focus

**Answer:** D

**NEW QUESTION 136**
Application Management plays a role in all applications. One of the key decisions to which they contribute is?

A. Whether to buy an application or build it

B. Should application development be outsourced
C. Who the vendor of the storage devices will be
D. Where the vendor of an application is located

**Answer:** A


**NEW QUESTION 140**
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


**NEW QUESTION 145**
One of the five major aspects of Service Design is the design of the service solutions. It includes?

A. Requirements, resources and capabilities needed and agreed
B. Only requirements needed and agreed
C. Only capabilities needed and agreed
D. Only resources and capabilities needed

**Answer:** A


**NEW QUESTION 149**
What is the entry point or the first level of the V model?

A. Customer / Business Needs
B. Service Release
C. Service Requirements
D. Service Solution

**Answer:** A


**NEW QUESTION 150**
Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"

A. Service Strategy
B. Service Design
C. Service Operation
D. Service Transition

**Answer:** C


**NEW QUESTION 155**
Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

A. Services and Infrastructure
B. Applications and Infrastructure
C. Resources and Capabilities
D. Utility and Warranty

**Answer:** C


**NEW QUESTION 157**
Which of these is NOT a responsibility of Application Management?

A. Ensuring that the correct skills are available to manage the infrastructure
B. Providing guidance to IT Operations about how best to manage the application
C. Deciding whether to buy or build an application
D. Assisting in the design of the application

**Answer:** A


**NEW QUESTION 160**
What is the definition of an Alert?

A. A type of Incident
B. A warning that a threshold has been reached or that something has changed

C. An error message to the user of an application
D. An audit report that indicates areas where IT is not performing according to agreed procedures

**Answer:** B


**NEW QUESTION 162**
To add value to the business, what are the four reasons to monitor and measure?

A. Validate; Direct; Justify; Improve
B. Evaluate; Diagnose; Justify; Intervene
C. Validate; Direct; Justify; Intervene
D. Evaluate; Direct; Justify; Improve

**Answer:** C


**NEW QUESTION 167**
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:** B


**NEW QUESTION 169**
Which of the following is NOT an aim of the Change Management process?

A. Overall business risk is optimized
B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
C. All budgets and expenditures are accounted for
D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system

**Answer:** C


**NEW QUESTION 171**
The BEST description of the guidance provided by Service Design is?

A. The design and development of new services
B. The design and development of service improvements
C. The design and development of services and service management processes
D. The day-to-day operation and support of services

**Answer:** C


**NEW QUESTION 173**
A plan for managing the end of a supplier contract should be created when?

A. The contract is being negotiated
B. The contract is about to be ended
C. The Supplier Manager decides that there is a risk the contract might need to end soon
D. The contract has been agreed

**Answer:** A


**NEW QUESTION 175**
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. 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
C. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
D. 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

**Answer:** C


**NEW QUESTION 178**
The MAIN purpose of the Service Portfolio is to describe services in terms of?

A. Business Value
B. Functionality
C. IT Assets
D. Service Level Requirements

**Answer:** A

**NEW QUESTION 180**
Effective release and deployment management enables the service provider to add value to the business by?

A. Ensuring that all assets are accounted for
B. Ensures that the fastest servers are purchased
C. Delivering change, faster and at optimum cost and minimized risk
D. Verifying the accuracy of all items in the configuration management database

**Answer:** C


**NEW QUESTION 184**
Which of the following statements is CORRECT?

A. The CMS is part of the Configuration Management Data Base (CMDB)
B. The KEDB and the CMS form part of the larger SKMS
C. The Service Knowledge Management System (SKMS) is part of the CMS
D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

**Answer:** B


**NEW QUESTION 189**
Which of the following is concerned with fairness and transparency?

A. Capacity management
B. Governance
C. Service design
D. Service level management

**Answer:** B


**NEW QUESTION 192**
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


**NEW QUESTION 193**
Which of the following activities are responsibilities of a Supplier Manager?
1) Negotiating and agreeing Contracts
2) Updating the Supplier and Contract database
3) Planning for possible closure, renewal or extension of contracts
4) Managing relationships with internal suppliers

A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. None of the above

**Answer:** A


**NEW QUESTION 198**
"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

A. Functions and Processes
B. Markets and Customers
C. Applications and Infrastructure
D. People, products and technology

**Answer:** A


**NEW QUESTION 199**
What is most likely to cause a loss of faith in the Service Level Management process?

A. Measurements that match the customer's perception of the service
B. Clear, concise, unambiguous wording in the Service Level Agreements(SLAs)
C. Inclusion of items in the SLA that cannot be effectively measured
D. Involving customers in drafting Service Level Requirements

**Answer:** C

**NEW QUESTION 202**
Which of the following defines the level of protection in Information Security Management?

A. The IT Executive
B. The ISO27001 Standard
C. The Business
D. The Service Level Manager

**Answer:** C


**NEW QUESTION 204**
Which of the following is one of the primary objectives of Service Strategy?

A. To design and build processes that will meet business needs
B. To provide detailed specifications for the design of IT services
C. To transform Service Management into a strategic asset
D. To underscore the importance of services in the global economy

**Answer:** B


**NEW QUESTION 205**
Which of the following is the goal or 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


**NEW QUESTION 209**
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


**NEW QUESTION 213**
There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?
1: Progress
2: Effectiveness
3: Efficiency
4: ?

A. Cost
B. Conformance
C. Compliance
D. Capacity

**Answer:** C


**NEW QUESTION 217**
Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
D. Service Catalogue and Service Portfolio are different names for the same thing

**Answer:** C


**NEW QUESTION 220**
Access Management is closely related to which other processes?

A. Availability Management only
B. Information Security Management and 3rd line support
C. Information Security Management and Availability Management
D. Information Security Management only

**Answer:** C

**NEW QUESTION 225**
Defining the processes needed to operate a new service is part of:

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


**NEW QUESTION 229**
Contracts relating to an outsourced Data Centre would be managed by?

A. Service Desk
B. IT Operations Control
C. Technical Management
D. Facilities Management

**Answer:** D


**NEW QUESTION 232**
Which of the following would commonly be in a contract underpinning an IT service?
1) Marketing information
2) Contract description and scope
3) Responsibilities and dependencies

A. 1 and 2 only
B. 1 and 3 only
C. 2 and 3 only
D. None of the above

**Answer:** C


**NEW QUESTION 236**
Which of the following activities is be performed by access management?

A. Providing physical security for staff data centers and other buildings
B. Managing access to computer rooms and other secure locations
C. Managing access to the service desk
D. Managing the rights to use a service or group of services

**Answer:** D


**NEW QUESTION 237**
Which of the following statements about incident reporting and logging is CORRECT?

A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal servic
C. This includes technical staff
D. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
E. Incidents reported by technical staff must be logged as Problems because technical staff manages infrastructure devices not services

**Answer:** B


**NEW QUESTION 242**
Identify the input to the Problem Management process.

A. Request for Change
B. Problem Resolution
C. Incident Records
D. New Known Errors

**Answer:** C


**NEW QUESTION 244**
Customer perceptions and business outcomes help lo define what?

A. The value off a service
B. Governance
C. Total cost of ownership (TCO)
D. Key performance indicators (KPIs)

**Answer:** A

**Explanation:**

Reference: http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_managem ent_250909

**NEW QUESTION 247**
Which of the following BEST describes a Change Authority?

A. The Change Advisory Board
B. A person that provides formal authorisation for a particular type of chang
C. A role, person or a group of people that provides formal authorisation for a particular type of chang
D. The Change Manager who provides formal authorisation for each change

**Answer:** C


**NEW QUESTION 250**
Which model delivers a view of the services, assets and infrastructure?

A. Incident Model
B. Problem Model
C. Configuration Model
D. Change Model

**Answer:** C


**NEW QUESTION 252**
Which of the following is the CORRECT definition of a Release Unit?

A. A measurement of cost
B. A function described within Service Transition
C. The team of people responsible for implementing a release
D. The portion of a service or IT infrastructure that is normally released together

**Answer:** D


**NEW QUESTION 254**
Which of the following are aspects of Service Design?
1) Architectures
2) Technology
3) Service Management processes
4) Metrics

A. 1 only
B. 2 and 3 only
C. 1, 2 and 4 only
D. All of the above

**Answer:** D


**NEW QUESTION 257**
Which of the following could BEST be described as "A decision support and planning tool that projects the likely consequences of a business action"?

A. A Problem model
B. A Service Improvement Plan (SIP)
C. A Request for Change (RFC)
D. A Business Case

**Answer:** D


**NEW QUESTION 260**
Which of the following is NOT defined as part of every process?

A. Roles
B. Inputs and outputs
C. Functions
D. Metrics

**Answer:** C


**NEW QUESTION 261**
Which of the following statements about processes is INCORRECT?

A. They are units of organizations designed to perform certain types of work
B. We must be able to measure them in a relevant manner
C. They deliver specific results
D. They respond to specific events

**Answer:**

A

**NEW QUESTION 266**
Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

A. Service Design
B. Service Transition
C. Service Strategy
D. Service Operation

**Answer:** C


**NEW QUESTION 268**
Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?

A. The ITIL Complementary Guidance
B. The Service Support book
C. Pocket Guides
D. The Service Strategy book

**Answer:** A


**NEW QUESTION 271**
The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

A. The utility of a service
B. The warranty of a service
C. The economic value of a service
D. Return on investment

**Answer:** A


**NEW QUESTION 273**
Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

A. People, Process, Partners, Suppliers
B. People, Process, Products, Technology
C. People, Process, Products, Partners
D. People, Products, Technology, Partners

**Answer:** C


**NEW QUESTION 278**
A single Release unit, or a structured set of Release units can be defined within:

A. The RACI Model
B. A Release Package
C. A Request Model
D. The Plan, Do, Check, Act (PDCA) cycle

**Answer:** B


**NEW QUESTION 283**
Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

A. Service Design
B. Service Strategy
C. Service Operation
D. Continual Service Improvement

**Answer:** A


**NEW QUESTION 284**
Order the following continual service improvement (CSI) implementation steps into the
correct sequence in alignment with the plan, Do, Check, Act (PDCA) model.
1) Allocate roles and responsibilities to work on CSI initiatives.
2) Measure and review that the CSI plan is executed and its objectives are being achieved.
3) Identify the scope, objectives and requirements for CSI.
4) Decision on implementation of further enhancement.

A. 3-1-2-4
B. 3-4-2-1
C. 1-3-2-4
D. 2-3-4-1

**Answer:** A


**NEW QUESTION 289**
Which of the following activities is NOT a part of the Derning Cycle?

A. Act
B. Plan
C. Do
D. Co-ordinate

**Answer:** D

**Explanation:**

Reference: http://itilblues.wordpress.com/2010/03/10/mush-and-room-6-the-deming-cycle/


**NEW QUESTION 290**
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