



ITIL Foundation Examination

Sample Paper C

Question Booklet

Multiple Choice

Exam Duration: 60 minutes

Instructions

1. You should attempt all 40 questions. Each question is worth one mark.
2. Mark your answers on the answer sheet provided. Use a pencil (NOT ink pen).
3. There is only one correct answer per question.
4. You have 60 minutes to complete this paper.
5. You must achieve 26 or more out of a possible 40 marks (65%) to pass this examination.

1. Which is NOT a source of best practice?
 - a) Standards
 - b) Technology
 - c) Academic research
 - d) Internal experience

2. Which three are the characteristics of ITIL guidance that help to make it successful?
 - a) Prescriptive, best practice and solution specific
 - b) Publicly available, prescriptive and best practice
 - c) Vendor neutral, non-prescriptive and best practice
 - d) Publicly available, solution specific and vendor neutral

3. What is the ITIL term for customers of an IT service provider who purchase services as agreed in a legal contract?
 - a) Strategic customers
 - b) External customers
 - c) Valued customers
 - d) Internal customers

4. Which is NOT defined as part of every process?
- a) Roles
 - b) Inputs and outputs
 - c) Functions
 - d) Metrics
5. In which areas would ITIL complementary guidance provide assistance?
- 1. Adapting best practice for specific industry sectors
 - 2. Creating service application interfaces
 - 3. Specialized practices for IT recruitment
 - 4. Integrating ITIL with other operating models
- a) 1 and 2
 - b) 2 and 3
 - c) 3 and 4
 - d) 1 and 4
6. Which is an objective of service transition?
- a) To negotiate service levels for new services
 - b) To ensure that service changes create the expected business value
 - c) To reduce the impact of business critical service outages on key services
 - d) To plan and manage entries in the service catalogue

7. Which lifecycle stage ensures that the impact of service outages is minimized on a day-to-day basis?
- a) Service design
 - b) Service operation
 - c) Continual service improvement
 - d) Service transition
8. Which is the BEST description of a service catalogue?
- a) A document used by IT staff to identify activities that must be performed
 - b) A list of all service level agreements (SLAs)
 - c) A list of all business requirements that have not yet become services
 - d) The part of the service portfolio that is visible to customers
9. Which of the following is concerned with policy and direction?
- a) Capacity management
 - b) Governance
 - c) Service design
 - d) Service level management

10. Which is an example of an operational level agreement (OLA)?
- a) A document that outlines agreements between service providers in the same organization
 - b) A document that outlines the responsibilities of both the IT service provider and the customer
 - c) A document that describes to a customer how services will be operated on a day-to-day basis
 - d) A document that describes business services and their service level targets to operational staff

11. A known error record has been created after completing diagnosis of a problem but before finding a workaround.

Is this a valid approach?

- a) Yes: a known error record can be created at any time it is prudent to do so
 - b) No: a known error record 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
12. Which is used to communicate a high level description of a major change that involved significant cost and risk to the organization?
- a) Change proposal
 - b) Change policy
 - c) Service request
 - d) Risk register

13. Which person or group is responsible for agreeing service targets with the service provider?

- a) The user
- b) The customer
- c) The supplier
- d) The service desk staff

14. Which of the following is TRUE regarding value?

- a) Value is defined by the customer
- b) Value is defined by the cost of the service
- c) Value is determined by the features offered to the customer
- d) Value is determined in financial terms only

15. Software and technology are examples of which of the four Ps?

- a) Processes
- b) Performance
- c) Products
- d) Partners

16. What is the MAIN reason for a service provider to understand the five aspects of service design?

- a) To prevent security breaches in mission critical services
- b) To ensure a holistic, results-driven approach
- c) To allow service design to cut costs
- d) To prevent breaches of service level agreements (SLAs)

17. Which is the CORRECT set of steps in the Continual Service Improvement (CSI) approach?

- a) Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- b) 'Where do we want to be?'; 'How do we get there?'; 'Who plans the improvement?'; 'How do we know we arrived?'; 'How do we keep the momentum going?'
- c) Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- d) 'What is the vision?'; 'Where are we now?'; 'Where do we want to be?'; 'How do we get there?'; 'Did we get there?'; 'How do we keep the momentum going?'

18. Which three types of metric support Continual Service Improvement (CSI) activities?

- a) Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- b) Process metrics, software metrics and financial metrics
- c) Technology metrics, process metrics and service metrics
- d) Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

19. Which part of Financial Management for IT services deals with predicting and controlling income and expenditure within the organization?

- a) Accounting
- b) Budgeting
- c) Cost models
- d) Charging

20. What is the PRIMARY process for strategic communication with the service provider's customers?

- a) Service catalogue management
- b) Service portfolio management
- c) Service desk
- d) Business relationship management

21. Which of these recommendations are best practice for service level agreements?

- 1. Include legal terminology in service level agreements (SLAs)
- 2. Ensure all the targets in an SLA are measurable.
- 3. Ensure the SLA is signed by both customer and provider
- 4. Include the service hours and cost of delivering the service

- a) 1 and 2
- b) 2 and 3
- c) 3 and 4
- d) 1 and 4

22. Which is the BEST description of a service-based service level agreement (SLA)?
- a) An agreement with an individual customer group, covering all the services that they use
 - b) An agreement that covers one service for a single customer
 - c) An agreement that covers service-specific issues in a multi-level SLA structure
 - d) An agreement that covers one service for all customers of that service
23. Which is NOT a responsibility of service catalogue management?
- a) Ensuring that information about live IT services is accurate
 - b) Ensuring that service level agreements are maintained
 - c) Ensuring that information in the service catalogue is consistent with the service portfolio
 - d) Ensuring that all operational services are recorded in the service catalogue
24. Which is NOT an objective of supplier management?
- a) Maintaining the supplier policy
 - b) Supplier categorization and risk assessment
 - c) Maintaining the service knowledge management system
 - d) Identifying opportunities for the continual service improvement register

25. Which process has the objective: "To ensure all service models conform to strategic, architectural, governance, and other corporate requirements"?

- a) Service portfolio management
- b) Design coordination
- c) Service level management
- d) Change management

26. Which statement about the emergency change advisory board (ECAB) is CORRECT?

- a) The ECAB considers every high priority request for change
- b) The review of completed emergency changes is one of the duties of the ECAB
- c) The ECAB will be used for emergency changes where there may not be time to call a full CAB
- d) The ECAB will be used when a full CAB has a large backlog of changes

27. Who normally chairs a change advisory board (CAB)?

- a) Change manager
- b) Service owner
- c) Change initiator
- d) Business relationship manager

28. What is the second phase in release and deployment management?
- a) Review and close
 - b) Authorize changes
 - c) Release build and test
 - d) Release and deployment planning
29. Which process has the objective: "to improve the quality of management decision making by ensuring that reliable and secure information is available throughout the lifecycle"?
- a) Knowledge management
 - b) Availability management
 - c) Service asset and configuration management
 - d) Change management
30. Which process helps to ensure that new or changed services are established in supported environments within the predicted cost, quality and time estimates?
- a) Financial management for IT Services
 - b) Capacity management
 - c) Transition planning and support
 - d) Change management

31. Which should be done when closing an incident?
1. Check the incident categorization and correct it if necessary
 2. Check that the user is satisfied with the outcome
 3. Record a known error record with the resolution
 4. Perform an incident review for lessons learned
- a) 1 and 2
b) 2 and 3
c) 3 and 4
d) 1 and 4
32. Which BEST describes hierarchic escalation?
- 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
33. A significant, unresolved problem is likely to cause major business disruption. Where is this MOST LIKELY to be escalated to?
- a) IT service continuity management
 - b) Availability management
 - c) Incident management
 - d) Change management

34. Which process will regularly analyze incident data to identify discernable trends?
- a) Service level management
 - b) Problem management
 - c) Change management
 - d) Event management
35. Which 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
36. Which service desk organizational structure is NOT described in 'Service Operation'?
- a) Local service desk
 - b) IT help desk
 - c) Virtual service desk
 - d) Follow the sun

37. Which function or process would provide staff to monitor events in an operations bridge?
- a) Technical management
 - b) IT operations management
 - c) Request fulfilment
 - d) Applications management
38. What is a process owner NOT responsible for?
- a) Defining the process strategy
 - b) Communication of process information or changes to ensure awareness
 - c) Developing IT plans that meet and continue to meet the IT requirements of the business
 - d) Identifying improvement opportunities for inclusion in the CSI register
39. What is the role of a person if they are categorized as "I" in a RACI matrix?
- a) They are accountable for the outcome of the activity
 - b) They must perform an activity
 - c) They must be kept up to date on the progress of an activity
 - d) They manage an activity

40. Which of these can be introduced to provide; improved detection and monitoring, pattern recognition analysis and service optimization?

- a) Service automation
- b) The DIKW structure
- c) Demand management
- d) Standard changes

END OF EXAMINATION



ITIL Foundation Examination

Sample Paper D

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1. Which of the following examples is a source of best practice?
 - a) A hardware supplier
 - b) A service management tool
 - c) ISO / IEC 20000
 - d) A consultancy organization

2. Which is the CORRECT explanation of how a service facilitates an outcome?
 - a) By enhancing the performance of associated tasks and reducing the effect of constraints
 - b) By comparing service value with service cost to ensure there is an equal ratio
 - c) By ensuring data is translated directly into wisdom allowing better business decisions to be made
 - d) By allowing the achievement of contractual obligations and avoiding financial penalties

3. What ITIL term is used for customers of IT services who do NOT work in the same organization as the service provider?
 - a) Strategic customers
 - b) External customers
 - c) Valued customers
 - d) Internal customers

4. What should be defined for 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
5. All of the stages of the ITIL lifecycle have a role to play in ensuring the delivery of high quality IT services at optimum cost.

Which of these has the BEST opportunity to prevent difficulties as early as possible and minimize the cost of any remedial work?

- a) Service transition
 - b) Continual service improvement (CSI)
 - c) Service design
 - d) Service operation
6. Which is NOT part of the service transition stage of the service lifecycle?
- a) Successfully deploying service releases into supported environments
 - b) Designing and developing capabilities for service management
 - c) Ensuring that service changes create the expected business value
 - d) Planning the resources required to manage a release

7. Which is an objective of service operation?
- a) To coordinate and carry out the activities and processes required to deliver services to the business and manage them at agreed levels
 - b) To successfully release services into a live or supported environment
 - c) To identify opportunities to provide services and exploit them
 - d) To define the capability required to deliver the IT strategy
8. Which is the BEST description of a business case?
- a) A decision support and planning tool that details the likely consequences of a business action
 - b) A document that details the terms of a service for particular customers in the same company
 - c) A complaint by the business about a missed service level
 - d) The terms and conditions in an IT outsource contract
9. Which of these statements about service asset and configuration management is CORRECT?
- 1. A configuration item (CI) can be a component part of one or more other CIs
 - 2. How an organization groups components into configuration items will depend on the level of control they wish to exert
 - 3. A single configuration management database (CMDB) is the objective for an organization
 - 4. All CMDB audits should be conducted by external auditors using a CMDB standard
- a) 1 and 2
 - b) 2 and 3
 - c) 3 and 4
 - d) 1 and 4

10. Which BEST defines availability?

- a) How quickly a service or component can be restored after failure
- b) The ability of a third party supplier to meet the terms of its contract
- c) The ability of a service desk to restore service to configuration items (CIs) and infrastructure components
- d) The ability of a service, component or CI to perform its agreed function when required

11. The definitive media library is the responsibility of:

- a) Facilities management
- b) Access management
- c) Request fulfilment
- d) Service asset and configuration management

12. 'A cause of one or more incidents' is the ITIL definition of which of these terms?

- a) A known error
- b) A workaround
- c) A problem
- d) A root cause

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

14. Which is NOT a defined area of value?

- a) Customer preferences
- b) Business policies
- c) Customer perceptions
- d) Business outcomes

15. An Internal IT department would be considered which one of the 'four Ps' of service design?

- a) Provider
- b) People
- c) Partner
- d) Performer

16. Which do technology metrics measure?

- a) Components
- b) Processes
- c) The end-to-end service
- d) Customer satisfaction

17. What is the next step in the continual service improvement (CSI) approach:

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. Did we get there?
6. ?

- a) What is the return on investment (ROI)?
- b) How much did it cost?
- c) How do we keep the momentum going?
- d) What is the value on investment (VOI)?

18. Which do service metrics measure?

- a) Functions
- b) Maturity and cost
- c) The end-to-end service
- d) Infrastructure availability

19. In which document would you expect to see an overview of actual service achievements against targets?
- a) Operational level agreement (OLA)
 - b) Capacity plan
 - c) Service level agreement (SLA)
 - d) SLA monitoring (SLAM) chart
20. Where should a customer's initial service targets be recorded before the service level agreement (SLA) is produced?
- a) In an operational level agreement (OLA)
 - b) In a list of service level requirements (SLR)
 - c) In the service catalogue
 - d) In the configuration management database (CMDB)
21. The remediation plan should be evaluated at what point in the change lifecycle?
- a) Before the change is approved
 - b) Immediately after the change has failed and needs to be backed out
 - c) After implementation but before the post implementation review
 - d) After the post implementation review has identified a problem with the change

22. Which of the following lists shows change types defined in ITIL?

- a) Strategic, emergency and normal
- b) Strategic, urgent and emergency
- c) Standard, urgent and normal
- d) Standard, emergency and normal

23. Which is the BEST reason for categorizing incidents?

- a) To identify trends for use in problem management and other IT service management 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

24. What should be documented in an incident model?

- 1. Chronological order of steps to resolve the incident
- 2. Details of the service level agreement (SLA) targets and reliability
- 3. Details of agreed service continuity requirements
- 4. Escalation procedures for who should be contacted and when

- a) 1 and 2
- b) 2 and 3
- c) 3 and 4
- d) 1 and 4

25. Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

- a) Service level management
- b) Problem management
- c) Change management
- d) Event management

26. With which process is problem management likely to share categorization and impact coding systems?

- a) Incident management
- b) Service asset and configuration management
- c) Capacity management
- d) IT service continuity management

27. Which process includes 'facilitating good stewardship of service and customer assets' as an objective?

- a) Service level management
- b) Financial management for IT services
- c) Change evaluation
- d) Service catalogue management

28. Which process is responsible for recording the current details, status, interfaces and dependencies of all live services and services that are about to be implemented?
- a) Service level management
 - b) Service catalogue management
 - c) Demand management
 - d) Service transition
29. Which process includes business, service and component sub-processes?
- a) Capacity management
 - b) Incident management
 - c) Service level management
 - d) Financial management
30. Which service design process would ensure that utility and warranty requirements are properly addressed in all service designs?
- a) Availability management
 - b) Capacity management
 - c) Design coordination
 - d) Release and deployment management

31. Which process is responsible for ensuring that appropriate testing takes place?

- a) Knowledge management
- b) Release and deployment management
- c) Service asset and configuration management
- d) Service level management

32. Which term describes the experiences, ideas, insights and values of individuals?

- a) Data
- b) Information
- c) Knowledge
- d) Governance

33. What is the purpose of transition planning and support?

- a) Provide overall planning for service transitions and coordinate 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

34. Which would NOT involve event management?

- a) Intrusion detection
- b) Recording and monitoring environmental conditions in the data centre
- c) Recording service desk staff absence
- d) Monitoring the status of configuration items

35. 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

36. Which 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

37. Which is an objective of application management?

- 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) Evaluating the patterns of business activity by types of users
- d) Agreeing the service levels for the service supported by the application

38. Which statement about a service owner is INCORRECT?

- a) Carries out the day-to-day monitoring and operation of the service they own
- b) Contributes to continual improvement affecting the service they own
- c) Is a stakeholder in all of the IT processes which support the service they own
- d) Is accountable for a specific service within an organization

39. Which rule should be followed when defining a RACI authority matrix?

- a) More than one person is accountable
- b) At least one person is consulted
- c) Only one person is accountable
- d) Only one person is responsible

40. Which does NOT benefit from service automation?

- a) Monitoring
- b) Wisdom
- c) Pattern recognition
- d) Prioritization

END OF EXAMINATION