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QUESTION 1

What is CORRECT about service request management?

- A. Service requests can be used to restore service
- B. Complex service request procedures should be avoided
- C. Compliments can be handled as service requests
- D. A new procedure is required for each new service request

Answer: C

Explanation:

Each service request may include one or more of the following:

- a request for a service delivery action
- a request for information
- a request for provision of a resource or service
- a request for access to a resource or service
- feedback, compliments, and complaints

QUESTION 2

How should a process design allow for exceptional situations?

- A. Create rules to handle exceptions generally
- B. Remove the option for process exceptions
- C. Create an additional process for each exception
- D. Include all exception steps in the main process

Answer: A

Explanation:

Trying to provide a solution for every exception will often lead to over-complication.

When creating a process or a service, designers need to think about exceptions, but they cannot cover them all. Instead, rules should be designed that can be used to handle exceptions generally.

QUESTION 3

Identify the missing word(s) in the following sentence.

When an organization is assessing its current state, it should use [?] to obtain accurate measurements.

- A. Reports
- B. Assumptions
- C. Source data
- D. Risk management techniques

Answer: C

Explanation:

Within organizations there is frequently a discrepancy between reports and reality. This is due to the difficulty of accurately measuring certain data, or the unintentional bias or distortion of data that is produced through reports. Getting data from the source helps to avoid assumptions which, if proven to be unfounded, can be disastrous to timelines, budgets, and the quality of results.

QUESTION 4

Which of the four dimensions contributes is concerned with service integration and management?

- A. Partners and suppliers Most Voted
- B. Organizations and people
- C. Value streams and processes
- D. Information and technology

Answer: A

Explanation:

One of the ways organizations are managing their interactions with partners and suppliers is through a framework called SIAM (Service Integration and Management), which involves using an integrator to enact and manage common, coordinated processes across multiple partners and suppliers.

QUESTION 5

How does the 'incident management' practice set user expectations?

- A. By using collaboration tools to communicate effectively
- B. By agreeing, and communicating target resolution times
- C. By assigning resources to ensure that all incidents are resolved as quickly as possible
- D. By automated matching of incidents to known errors

Answer: B

Explanation:

5.2.5 Incident management

Every incident should be logged and managed to ensure that it is resolved in a time that meets the expectations of the customer and user. Target resolution times are agreed, documented, and communicated to ensure that expectations are realistic. Incidents are prioritized based on an agreed classification to ensure that incidents with the highest business impact are resolved first.

QUESTION 6

What is included in the purpose of the 'continual improvement' practice?

- A. Creating collaborative relationships with key suppliers to realize new value
- B. Aligning the organization's practices and services with changing business needs
- C. Identifying and continually improving relationships with and between stakeholders
- D. Ensuring that delivery of services is properly assessed, monitored, and improved against targets

Answer: B

Explanation:

The purpose of the continual improvement practice is to align the organization's practices and services with changing business needs through the ongoing improvement of products, services, and practices, or any element involved in the management of products and services.?

QUESTION 7

Which of the following is included in the purpose of the 'continual improvement' practice?

- A. The restoration of normal service operation as quickly as possible
- B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- C. The alignment of the organization's practices and services with changing business needs

D. The reduction of the likelihood and impact of incidents

Answer: C

Explanation:

Continual improvement encompasses all elements of the ITIL SVS. It involves aligning an organization's practices and services with changing business needs, through the ongoing assessment and improvement of each element involved in the management of products and services. Continual improvement applies to the SVS in its entirety, as well as to all of the organization's products, services, service components, and relationships, and is the responsibility of every individual involved in service management.

QUESTION 8

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

Answer: A

Explanation:

To protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and non-repudiation.

QUESTION 9

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- A. Monitoring and event management
- B. Service level management
- C. Change enablement
- D. Service desk

Answer: B

Explanation:

To set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

<https://www.bmc.com/blogs/itil-management-practices/>

QUESTION 10

Which service value chain activity deals with the purchase of new products?

- A. Engage
- B. Obtain/build
- C. Plan
- D. Improve

Answer: B

Explanation:

In ITIL, there are six activities in the service value chain which represent the steps an organization takes in the creation of value:

Plan
Engage
Design and Transition
Obtain/Build
Deliver and Support
Improve

QUESTION 11

Which is included in the purpose of the 'improve' value chain activity?

- A. Ensuring the continual improvement of practices across all value chain activities
- B. Ensuring that services continually meet expectations for quality, costs, and time to market
- C. Ensuring a shared understanding of the improvement direction for services across the organization
- D. Ensuring continual engagement and good relationships with all stakeholders

Answer: A

Explanation:

The purpose of the improve value chain activity is to ensure continual improvement of products, services, and practices across all value chain activities and the four dimensions of service management.

QUESTION 12

What is defined as "any component that needs to be managed in order to deliver an IT service"?

- A. An event
- B. An IT asset
- C. A configuration item
- D. A change

Answer: C

Explanation:

CI is simply any component that needs to be managed in order to deliver an IT service. A server, a virtual server, or even the configuration of an application could be considered a CI, for example.

QUESTION 13

Which practice balances management of risk with maximizing throughput?

- A. Change enablement
- B. Continual improvement
- C. Incident management
- D. Problem management

Answer: A

Explanation:

The purpose of the change enablement practice is to maximize the number of successful IT changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

QUESTION 14

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers.

Which guiding principle recommends that the unnecessary work should be eliminated?

- A. Keep it simple and practical
- B. Think and work holistically
- C. Star: where you are
- D. Progress iteratively with feedback

Answer: A

Explanation:

Don't over-engineer solutions. Think about what you can do now. Like focus on value, this principle is heavily focused on the prevention of waste. Waste correlates with complexity. Higher complexity means there are more opportunities for waste to creep into a system. Focus on delivering the desired outcome, not building the most elegant and elaborate solution. Use the minimum number of steps to deliver that outcome, ensuring you are not over- processing (delivering quality above and beyond what is required).

QUESTION 15

For which purpose would the continual improvement practice use a SWOT analysis?

- A. Understanding the current state
- B. Defining the future desired state
- C. Tracking and managing ideas
- D. Ensuring everyone actively participates

Answer: A

Explanation:

A SWOT (also known as SLOT) analysis is a powerful strategic planning tool used to evaluate the Strengths, Weaknesses/Limitations, Opportunities and Threats to a project or business.

QUESTION 16

What is the difference between the 'incident management' and 'service desk' practices?

- A. Incident management restores service operation, service desk provides communication with users
- B. incident management manages interruptions to service desk monitors achieved service quality
- C. incident management resolves issues, service desk investigates the underlying causes of issues
- D. incident management resolves complex issues, service desk resolve simpler issues.

Answer: A

Explanation:

A help desk is considered to be focused on break-fix (what ITIL calls incident management), whereas a service desk is there to assist with not only break-fix but also with service requests (requests for new services) and requests for information (such as "how do I do X?").

QUESTION 17

Which step of the 'continual improvement model' defines measurable targets?

- A. how we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

Answer: D

Explanation:

4.6.1.3 Step 3: Where do we want to be?

Improvement opportunities can be identified and prioritized based on the gap analysis, and improvement objectives can be set, along with critical success factors (CSFs) and key performance indicators (KPIs).

QUESTION 18

Which term is used to describe removing something that could have an effect on a service?

- A. A change
- B. An incident
- C. An IT asset
- D. A problem

Answer: A

Explanation:

A change is defined as the addition, modification, or removal of anything that could have a direct or indirect effect on services.

QUESTION 19

Which TWO BEST describe the guiding principles?

- 1. Short term
 - 2. Standards
 - 3. Recommendations
 - 4. Long-term
-
- A. 1 and 4
 - B. 3 and 4
 - C. 1 and 2
 - D. 2 and 3

Answer: B

Explanation:

A guiding principle is a recommendation that provides universal and enduring guidance to an organization, which applies in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure.

QUESTION 20

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- A. Service request management
- B. Service desk

- C. Problem management
- D. Continual management

Answer: B

Explanation:

"Service desk staff require training and competency across a number of broad technical and business areas. In particular, they need to demonstrate excellent customer service skills such as empathy, incident analysis and prioritization, effective communication, and emotional intelligence.

QUESTION 21

Which TWO types of competence are MOST important for service desk staff?

- 1. Knowledge of business processes
 - 2. Collaboration skills
 - 3. Advanced technical knowledge
 - 4. Workflow design skills
-
- A. 1 and 2
 - B. 2 and 3
 - C. 3 and 4
 - D. 1 and 4

Answer: A

Explanation:

Support and development teams need to work in close collaboration with the service desk to present and deliver a 'joined up' approach to users and customers.

Another key aspect of a good service desk is its practical understanding of the wider business context, the business processes, and the users.

QUESTION 22

Which is the BEST type of resource for investigating complex incidents?

- A. Self-help systems
- B. Knowledgeable support staff
- C. Detailed work instructions
- D. Disaster recovery plans

Answer: B

Explanation:

More complex incidents will usually be escalated to a support team for resolution, or even suppliers and partners who offer support for products and services they provide.

QUESTION 23

In which case would a problem be logged?

- A. When the cause is identified but not resolved
- B. After analysis of error information from a supplier
- C. When a user reports an unplanned service interruption
- D. After a workaround is identified and documented

Answer: B

Explanation:

5.2.8 problem management

Problem identification activities identify and log problems. These include:

- performing trend analysis of incident records
- detection of duplicate and recurring issues by users, service desk, and technical support staff
- during major incident management, identifying a risk that an incident could recur
- analysing information received from suppliers and partners

QUESTION 24

Which practice helps to ensure that the services delivered to customers are aligned with their needs?

- A. Service request management
- B. Change enablement
- C. Problem management
- D. Service level management

Answer: D

Explanation:

The practice of Service Level Management (SLM) gives assurance to the service consumer that a provider will deliver a level of service that meets their needs.

QUESTION 25

Which service request management decisions require that policies are established'?

- A. Deciding how degradations of service are resolved
- B. Deciding how to handle service requests where the steps are unknown
- C. Deciding which service requests require approval
- D. Deciding when workarounds should be used

Answer: C

Explanation:

5.2.16 Policies should be established regarding what service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.

QUESTION 26

Which dimension of service management considers how activities are coordinated?

- A. Organizations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes

Answer: D

Explanation:

The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services. This dimension defines the activities, workflows, controls and procedures needed to achieve agreed objectives.

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