



The ITIL[®] Foundation Examination

Sample Paper B, version 4.0

Multiple Choice

Instructions

- 1. All 40 questions should be attempted.*
- 2. All answers are to be marked on the answer grid provided.*
- 3. You have 60 minutes to complete this paper.*
- 4. You must achieve 26 or more out of a possible 40 marks (65%) to pass this examination.*

1. Input from which processes could be considered by service level management when negotiating service level agreements (SLA)?
 - a) All other ITIL processes
 - b) Capacity and availability management only
 - c) Incident and problem management only
 - d) Change management, and release and deployment management only

2. Which of the following statements about a standard change is INCORRECT?
 - a) A standard change is one for which the approach is pre-authorized by change management
 - b) Approval or authorization for each instance of a standard change will be granted by the nominated authority for that change
 - c) Standard changes are usually low risk and well-understood
 - d) Standard changes are only raised by incident management

3. Which of these statements about service desk staff is CORRECT?
 - a) The service desk staff require less training than other members of the IT department
 - b) Service desk staff should represent customer views during service level agreement (SLA) negotiations
 - c) Awareness of business priorities is essential for service desk staff to do their job well
 - d) Service desk staff should undertake root cause analysis of all calls they resolve

4. Which of the following statements about demand for IT services is CORRECT?
 - a) It is driven by patterns of business activity
 - b) It is impossible for demand to be predicted
 - c) It is impossible to influence demand patterns
 - d) It is driven by the delivery schedule generated by capacity management

5. Which of the following activities is carried out by facilities management?
 - a) The management of IT services that are viewed as "utilities", such as printers or network access
 - b) Advice and guidance to IT operations on methodology and tools for managing IT services
 - c) The management of the physical IT environment such as a data centre
 - d) The procurement and maintenance of tools that are used by IT operations staff to maintain the infrastructure

6. Which process would assist with the identification and resolution of any incidents and problems associated with service or component performance?
 - a) Capacity management
 - b) Supplier management
 - c) Technology management
 - d) Change management

7. Which of the following statements about the known error database (KEDB) is MOST correct?
- a) The KEDB is the same database as the service knowledge management system (SKMS)
 - b) The KEDB should be used during the incident diagnosis phase to try to speed up the resolution process
 - c) Care should be taken to avoid duplication of records in the KEDB. This can be done by giving as many technicians as possible access in order to create new records
 - d) Access to the KEDB should be limited to the service desk
8. Which of these statements about key performance indicators (KPIs) and metrics is/are CORRECT?
- 1. Service metrics measure the end-to-end service
 - 2. Each KPI should relate to a critical success factor
 - 3. Metrics can be used to identify improvement opportunities
 - 4. KPIs can be both qualitative and quantitative
- a) 1 only
 - b) 2 and 3 only
 - c) 1, 2 and 4 only
 - d) All of the above
9. Which of the following maintains relationships between all service components?
- a) The capacity plan
 - b) The definitive media library
 - c) The configuration management system
 - d) A service level agreement
10. Which of the following statements about a definitive media library (DML) are CORRECT?
- 1. The DML can include a physical store
 - 2. The DML holds definitive hardware spares
 - 3. The DML includes master copies of controlled documentation
- a) All of the above
 - b) 1 and 2 only
 - c) 2 and 3 only
 - d) 1 and 3 only
11. Which of the following statements is/are CORRECT?
- 1. Problem management can support the service desk by providing known errors to speed up incident resolution
 - 2. Problem management is the only source of information to service level management about the impact of changes
- a) 1 only
 - b) 2 only
 - c) Both of the above
 - d) Neither of the above

12. A failure has occurred on a system and is detected by a monitoring tool. This system supports a live IT service. When should an incident be raised?
- When users notice the failure
 - No incident should be raised if the technicians have seen this before and have a workaround
 - Only if the failure results in a service level being breached
 - Immediately, to limit or prevent impact on users
13. Where would you find the answer to a question about how IT resources and capabilities should be allocated across the service lifecycle?
- Definitive media library
 - Service portfolio
 - Schedule of change
 - Performance review
14. Which activities does service asset and configuration management ensure are performed on configuration items (CIs)?
- CIs are identified
 - Baselines of configuration are kept
 - Changes to CIs are controlled
- All of the above
 - 1 and 2 only
 - 1 and 3 only
 - 2 and 3 only
15. Which of the following statements about processes is/are CORRECT?
- All processes must have an owner
 - A process takes one or more inputs and turns them into defined outputs
- 1 only
 - 2 only
 - Both of the above
 - Neither of the above
16. Which of the following statements is CORRECT for ALL processes?
- They define functions as part of their design
 - They should deliver value for stakeholders
 - They are carried out by an external service provider in support of a customer
 - They are units of organizations responsible for specific outcomes

17. Which process is responsible for packaging, building, testing and deployment of services?

- a) Incident management
- b) Release and deployment management
- c) Service asset and configuration management
- d) Service catalogue management

18. Which of the following is the BEST example of a workaround?

- a) A technician installs a script to temporarily divert prints to an alternative printer until a permanent fix is applied
- b) A technician tries several approaches to solve an incident. One of them works, although the technician does not know why
- c) After reporting the incident to the service desk, the user works on alternative tasks while the problem is identified and resolved
- d) A device works intermittently, allowing the user to continue working at degraded levels of performance while the technician diagnoses the incident

19. Which of the following areas would technology help to support?

- 1. Self-help
 - 2. Reporting
 - 3. Release and deployment
 - 4. Process design
- a) 1, 2 and 3 only
 - b) 1, 3 and 4 only
 - c) 2, 3 and 4 only
 - d) All of the above

20. What are the four stages of the Deming Cycle?

- a) Plan, Measure, Monitor, Report
- b) Plan, Check, React, Implement
- c) Plan, Do, Act, Audit
- d) Plan, Do, Check, Act

21. Which two processes will negotiate and agree the necessary contracts for the provision of recovery capability to support all continuity plans?

- a) Service level management and capacity management
- b) Supplier management and service level management
- c) IT service continuity management and service level management
- d) IT service continuity management and supplier management

22. Which is the BEST definition of an incident model?

- a) The template used to define the incident logging form for reporting incidents
- b) A type of incident involving a standard (or model) type of configuration item (CI)
- c) A set of pre-defined steps to be followed when dealing with a known type of incident
- d) An incident that is easy to solve

23. What roles are defined in the RACI model?

- a) Responsible, Accountable, Consulted, Informed
- b) Responsible, Achievable, Consulted, Informed
- c) Realistic, Accountable, Consulted, Informed
- d) Responsible, Accountable, Corrected, Informed

24. In which phase of the service lifecycle is it decided what services should be offered and to whom they will be offered??

- a) Continual service improvement
- b) Service operation
- c) Service design
- d) Service strategy

25. Which of the following does continual service improvement (CSI) provide guidance on?

- 1. How to improve process efficiency and effectiveness
 - 2. How to improve services
 - 3. Improvement of all phases of the service lifecycle
- a) 1 and 2 only
 - b) 1 and 3 only
 - c) 2 and 3 only
 - d) All of the above

26. Which of the following is a type of service level agreement (SLA) described in the ITIL service design publication?

- a) Priority-based SLA
- b) Technology-based SLA
- c) Location-based SLA
- d) Customer-based SLA

27. Which of the following is the BEST definition of an event?

- a) An occurrence where a performance threshold has been exceeded and an agreed service level has been impacted upon
- b) An occurrence that has significance for the management of an IT service
- c) A known system defect that generates multiple incident reports
- d) A planned meeting of customers and IT staff to announce a new service or improvement programme

28. Which service lifecycle phase is responsible for ensuring that measurement methods will provide the required metrics for new or changed services?
- Service design
 - Service operation
 - Service strategy
 - Service delivery
29. Which of the following should be treated as an incident?
- A user is unable to access a service during service hours
 - An authorized IT staff member is unable to access a service during service hours
 - A network segment fails and the user is not aware of any disruption to service
 - A user contacts the service desk about slow performance of an application
- All of the above
 - 1 and 4 only
 - 2 and 3 only
 - None of the above
30. Which of the following statements about a change model is CORRECT?
- A change process model should NOT be used for emergency changes
 - A change process model should be constructed when a significant change is required
 - A change process model predefines steps that should be taken to handle a change in an agreed way
 - Escalation procedures are outside the scope of a change process model
31. Which is the first activity of the continual service improvement (CSI) model/approach?
- Understand the business vision and objectives
 - Carry out a baseline assessment to understand the current situation
 - Agree on priorities for improvement
 - Create and verify a plan
32. Which service operation processes are missing from the following list?
- Incident management
 - Problem management
 - Access management
 - ?
 - ?
- Event management and request fulfilment
 - Event management and service desk
 - Facilities management and event management
 - Change management and service level management

33. Which phase of the service lifecycle provides a framework for evaluating service capability and risk profile before and during service deployment?
- a) Service strategy
 - b) Continual service improvement
 - c) Service transition
 - d) Service operation
34. Which of the following activities should a service owner undertake?
- 1. Representing a specific service across the organization
 - 2. Updating the configuration management database (CMDB) after a change
 - 3. Helping to identify service improvements
 - 4. Representing a specific service in change advisory board (CAB) meetings
- a) 2, 3 and 4 only
 - b) All of the above
 - c) 1, 2 and 3 only
 - d) 1, 3 and 4 only
35. Which of the following is NOT a goal or objective of availability management?
- a) To monitor and report availability of components
 - b) To ensure that service availability matches the agreed needs of the business
 - c) To assess the impact of changes on the availability plan
 - d) To ensure that business continuity plans are aligned to the business objectives
36. Which of the following is the CORRECT description of the Four Ps of service design?
- a) A four-step process for the design of effective service management
 - b) A definition of the people and products required for successful design
 - c) A set of questions that should be asked when reviewing design specifications
 - d) The four major areas that need to be considered in the design of effective service management
37. Change management and release and deployment management are processes described within which phase of the service lifecycle?
- a) Service operation
 - b) Service strategy
 - c) Service transition
 - d) Continual service improvement

38. Which of the following statements about supplier management is INCORRECT?
- a) Supplier management negotiates operational level agreements (OLAs)
 - b) Supplier management ensures that suppliers meet business expectations
 - c) Supplier management maintains information in a supplier and contract database or supplier and contractor management information system
 - d) Supplier management negotiates external agreements to support the delivery of services
39. Which phase of the service lifecycle will identify, select and prioritize opportunities to deliver services?
- a) Service strategy
 - b) Service transition
 - c) Service design
 - d) Service operation
40. Which of the following is MOST LIKELY to be managed as a service request using the request fulfilment process?
- a) A user calls the service desk to order a toner cartridge
 - b) After a service review, a functionality change is required to an application
 - c) A change to the level of access on a global security profile
 - d) Updates to an element of the business continuity plan