



## ***The ITIL® Foundation Examination***

### ***Sample Paper B, version 4.0***

Multiple Choice

### **ANSWERS AND RATIONALES**

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### Answer Key and Rationale:

Q	ID	A	Syllabus Ref	Book Ref	Rationale
1	593	A	05-31	SD 4.3.5.2	Given that all processes may be involved in delivering the service, it is logical that SLM may consult them all when negotiating agreements.
2	585	D	05-51	ST 4.2.4.3	Changes can be raised in many ways, of which the service request is only one via the incident management process.
3	397	C	06-01	SO 6.3.1	Service desk is focussed on restoring the service as quickly as possible. They are unlikely to have time, skills or permission to perform root cause analysis on ALL incidents. Problem management is engaged in this activity.
4	116	A	03-40	SS 4.4.5.2	A – Correct. Demand is driven by patterns of business activity. B – Prediction is possible (retail is busy at public holiday times). C – Demand patterns can be influenced by, amongst others, restricting the service. D – Demand should not be driven by the service provider but by the customer.
5	207	C	06-02	SO 6.5.1	“Facilities management, which refers to the management of the physical IT environment, typically a data centre or computer rooms”.
6	144	A	05-45	SD 4.5.2	Performance issues are the realm of capacity management.
7	568	B	03-32	SO 4.4.7.2	A – the KEDB is part of the SKMS and NOT the same thing. B – Correct. C – duplication should be avoided, but by RESTRICTING access. D – the service desk should use it, but they are NOT the only ones.
8	578	D	04-10	CSI 4.1.12	1. Better to measure the whole service if possible 2. KPIs are derived from CSFs 3. Process metrics identify gaps in performance. 4. It is better to measure both the quality of the service (customer satisfaction) and quantity (no failed changes).
9	574	C	03-18	ST 4.3.4.3	The configuration management system (CMS) is responsible via its various data sources (CMDBs, etc) for maintaining these relationships.
10	579	D	03-19	ST 4.3.4.4	The DML is for media only, not hardware spares.
11	565	A	05-72	SO 4.4.6.4	Problem management is the source of known errors but change management and service asset and configuration management are likely to be other sources of information about the impact of changes.
12	695	D	05-71	SO 4.2.5	A – There does not need to be discernable impact on the user for an incident to be raised. B – Even if a workaround is available it needs to be recorded to measure the on-going impact of the incident. C – All incidents must be recorded. D – Correct, to restore service as soon as possible.
13	117	B	03-03	SS 4.2.4.1	This is amongst the goals/objectives of service portfolio management.
14	581	A	05-63	ST 4.3.2	1 and 3 (identification and control) are two elements within the scope of SACM. Configuration baselines are important to give information such as known states for roll back of releases.
15	485	C	01-10	SS 2.2.2	Both statements are correct.
16	10	B	01.10	SS 2.2.2	A – Process design would involve allocation of activities to functions but not their definition. B – Correct – a process should provide value or why do it? C – Not ALL processes are carried out by external providers. D – this is akin to the definition of a function
17	161	B	05-61	ST 4.4.2	All are roles performed during release and deployment

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18	32	A	03-30	SO 4.4.5.6	A – a classic workaround which is not a permanent solution but prevents the original failure. B – a 'lucky' incident resolution. C – involves the user still working but not on the same task and the incident is still unresolved. D – still an incident.
19	229	D	08-02	SS 7.1	All four areas have toolsets that can be utilised.
20	95	D	03-42	CSI 3.8	"The four key stages of the cycle are Plan, Do, Check and Act..."
21	147	D	05-46	SO 4.6.1	ITSC provides the subject matter expertise and supplier management the contract negotiation and selection process.
22	166	C	05-71	SO 4.2.4.2	C is the book answer in this case, matching the definition of an incident model.
23	501	A	07-02	SD 3.7.4.1	Another book answer.
24	572	D	02-03	SS 1.1.1	Deciding what services are offered and to whom is an integral part of service strategy.
25	31	D	02-11	CSI 1.1.1	1. CSI looks for ways to improve process effectiveness, efficiency as well as cost- effectiveness. 2. CSI identifies and implements improvements to IT services 3. CSI is responsible for improvement activities that "support the lifecycle approach through service strategy, service design, service transition and service operation".
26	592	D	05-31	SD 4.3.5.1	There are no such SLA types as priority-based, technology-based or location-based.
27	49	B	03-24	SO 4.1	A and C may lead to events being raised or generated. D is a meeting. B closely matches the book definition of an event.
28	576	A	04-04	SD 3.1.1	You must design measurements and metrics into your service.
29	52	A	03-26	SO 4.2	"In ITIL terminology, an 'incident' is defined as: An unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of a configuration item that has not yet impacted on service is also an incident". All of the options fit this definition.
30	587	C	05-51	ST 4.2.4.5	A – A change model can still be used for emergency changes. B – Although this is possible many significant changes will be unique and therefore unsuitable for such a change model. C is correct. D – Escalation procedures can be included in a change model.
31	97	A	04-09	CSI 3.1.1	The improvement approach begins with embracing the vision by understanding the high-level business objectives.
32	189	A	05-81 05-82	SO 4.1.1 4.3.1	Book answer.
33	466	C	02-07	ST 1.1.1	Service transition is responsible for this as part of its deployment of new services.
34	430	D	07-01	SD 6.3.1	1, 3 and 4 are all part of the service owner role. Option 2 is the responsibility of the configuration administrator/librarian.
35	699	D	05-42	SD 4.4.1	D is the responsibility of IT service continuity management.
36	67	D	04-03	SD 3.1.5	A – the Four Ps are not a process. B – this has some truth but only addresses two of the four elements. C –the Four Ps are not a checklist or set of questions, though they may be adapted into this. D is correct.
37	121	C	02-07	ST 1.1.2	Book answer.
38	140	A	05-44	SD 4.8.1	All are objectives of the supplier management process except A which is a responsibility of service level management.
39	20	A	02-03	SS 1.1.1	This happens in service strategy.
40	57	A	03-28	SO 4.3	Service requests are small, low-risk, frequently occurring, low-cost, etc. B, C and D do not fit this profile.