



The ITIL® Foundation Examination

Sample Paper A, version 4.2

Multiple Choice

ANSWERS AND RATIONALE

Answer Key and Rationale:

Q	ID	A	Syllabus Ref	Book Ref	Rationale
1	153	B	05-51	ST 4.2.4.3	A change request is a formal communication seeking an alteration to one or more configuration items (CI). Services, SLAs and computers are such CIs. A business strategy is not a CI and is typically out of scope for IT change management.
2	28	A	02-09	SO 1.1.1	These objectives all appear in service operation except for thorough testing to ensure that services are designed to meet business needs which is an objective of service transition.
3	206	B	06-02	SO 6.5.1	Operations control oversees the execution and monitoring of the operational activities and events in the IT Infrastructure.
4	365	C	05-63	ST 4.3.1	The purpose of SACM is to: ... record ... service assets and configuration items including ... their attributes and relationships.
5	217	A	07-02	SD 3.7.4.1	RACI is the responsibility model used by ITIL to help allocate roles and responsibilities of processes.
6	493	A	03-12	SD 4.3.4	A is the OLA, B is the definition of an SLA, C doesn't correspond to an ITIL definition, D involves a third party and is a contract.
7	135	D	05-42	SD 4.4.1	A is a MINOR objective of availability management. B is service level management's objective. Service providers can never guarantee actual availability as in C. D matches the goal of the availability management: - to ensure that the level of service availability delivered in all services is matched to or exceeds the current and future agreed needs of the business..."
8	26	C	02-07	ST 1.1.1	All three should be in scope for service transition as all three involve major change.
9	20	A	02-02	SS 1.2	Service optimization is the correct answer
10	582	D	03-18	ST 4.3.4.3	A: a CMS can contain corporate data about users / customers such as location or department. B and C: there may be more than one CMDB but only one CMS reporting on them. D is correct where despite outsourcing a CMS still helps to control and report on the infrastructure.
11	144	A	05-45	SD 4.5.4.3	Book answer...business, service and component capacity management are the three sub-processes
12	482	D	03-19	ST 4.3.4.4	The DML contains master copies of all controlled software in an organization ... along with licence documents or information. The change schedule is not included.
13	125	B	05-31	SD 4.3.1	The service level manager has responsibility for, amongst other things...negotiating and agreeing OLAs
14	212	D	07-01	SD 6.3.2	A process owner should ensure process documentation is current and available. Knowledge management is a process not a role. The service owner can be responsible for service documentation. The CIO may be responsible for IT strategy documentation.
15	160	A	05-61	ST 4.4.1	The two correct answers (1 and 2) are included in release and deployment purpose and objectives. Option 3 is within change management.
16	15	D	01-10	SS 2.2.2	There are many reasons why processes need to meet all three of these answers. Processes need to be measurable – for management and monitoring, deliver a specific result to measure effectiveness and deliver primary result to a customer to satisfy business outcomes and deliver value.

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17	269	D	04-04	SD 3.1.1	Areas that need to be considered within the design of the service solution should include the agreed business and service level requirements. Service level management (a service design process) is key to this.
18	138	C	05-43	SD 4.7.1	"Security policies should be widely available to all customers and users..." this definition includes all IT staff.
19	495	D	03-14	SD App A	All the elements describe the holistic nature of service design and are included in the package passed to service transition.
20	498	C	08-02	SS 7.1	1 is part of the DML, 2 helps change management. 3 is a release and deployment tool. 4 can help within testing and validation. They are all parts of service transition.
21	564	C	05-72	SO 4.4.2 & 4.4.6.4	Book answer. They are both valid roles for problem management
22	185	A	05-82	SO 4.3.1	Request fulfilment is the processes of dealing with service requests from the users. All requests (B) is far too wide a scope for the process. Change management looks after change requests (C). Service level management is responsible for D.
23	575	A	04-02	SS 3.2.3	D is wrong CUSTOMER preferences drive value perception, Delivering on Customer Outcomes is vital, this rules C out. The value of a service can be financial but other factors are relevant therefore B is wrong. Customer perception is a vital element in defining how much a customer values a service.
24	95	D	03-42	CSI 3.8	The four key stages of the Deming cycle are Plan, Do, Check and Act
25	4	D	01-03	SS 2.1.1	A service is a means of delivering value to customers
26	122	C	05-31	SD 4.3.5.6	A - designing the CMS is a service asset and configuration management activity. B – technology metrics are likely to be created within capacity management or other design processes, C - monitoring the SLAs and performance against them is a vital part of the service level management process, D – training the service desk is a service desk role.
27	181	A	05-81	SO 4.1.1	A - the ability to detect events, make sense of them and determine the appropriate control action is provided by event management. B includes some incident management responsibilities, C is a technical management task, D is likely shared between availability and service level management.
28	131	D	05-41	SD 4.2.1	The purpose of the service catalogue management process is to ensure that a service catalogue is produced and maintained, containing accurate information on all operational services.
29	35	D	03-01	SS 2.1.6	A is a definition of utility. B and C are distracters. D is the essence of warranty as defined by ITIL.
30	480	A	03-30	SO 4.4.5.6	A workaround is the technique used to restore service based on an Incident that has been seen before
31	497	C	05-71	SO 4.2.4.2	Incident models are designed to provide reusable steps that can be used to restore service after known incident types.
32	168	A	05-71	SO 4.2.5	The correct order is given in the diagram in the incident management process
33	504	A	02-11	CSI 1.1.1	1 and 2 are fine. 3 is wrong, CSI contributes to ALL lifecycle phases. 4 is wrong, CSI does not contribute to updating international standards

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34	147	D	05-46	SD 4.7.2	ITSC carries out risk assessment as part of defining the requirements and strategy. Information security does likewise to analyse security risks before taking action to mitigate them. Service catalogue management carries out no such assessments.
35	500	C	04-10	CSI 5.5	Personnel metrics would be dealt with outside of the framework of the service
36	573	B	03-16	ST 4.7.4.3	A is the wrong way round, C is wrong as the SKMS contains more info than the CMS, D is wrong as the CMS is part of the SKMS
37	150	C	05-51	ST 4.2.5.11	Where CAB approval is required, this will be provided by the Emergency CAB (ECAB).” This is the only role of the ECAB.
38	198	B	06-01	SO 6.3	The service desk should be the single point of contact for IT users on a day-by-day basis. The service desk manager may often be the incident management process owner but not problem management.
39	499	D	04-03	SD 3.1.5	The implementation of ITIL Service Management as a practice is about preparing and planning the effective and efficient use of the four Ps: the People, the Processes, the Products (services, technology and tools) and the Partners (suppliers, manufacturers and vendors)
40	567	B	05-72	SO 4.4.5.6	A is obviously wrong; the record must remain open as it hasn't been resolved. B is correct with the workaround on the problem record, not the Incident record [C] nor RFC [D]