

# SAMPLE PAPER 5

**QUESTION 1**

Which of the following is a Service Desk activity?

- A. To function as the first point of customer contact
- B. To investigate the cause of disruptions for the customer
- C. To trace the cause of incidents

**QUESTION 2**

What is the role of ITIL within IT Service Management?

- A. To provide an approach based on the best examples taken from practice
- B. To serve as the international standard for IT Service Management
- C. To serve as the standard model for IT service provision
- D. To serve as a theoretical framework for process design

**QUESTION 3**

The network managers have excessive workloads and have no time to proactively manage the network. One of the contributing factors to these large workloads is the frequency that users contact these managers directly.

Which ITIL process would improve this situation?

- A. Change Management
- B. Configuration Management
- C. Incident Management
- D. Problem Management

**QUESTION 4**

Which task is a Problem Management responsibility?

- A. To co-ordinate all modifications to the IT infrastructure
- B. To record incidents for later study
- C. To approve all modifications made to the Known Error database
- D. To identify user needs and modify the IT infrastructure based on such needs

**QUESTION 5**

The data in the Configuration Management Database (CMDB) can only be modified after permission is granted to modify the infrastructure.

Which process grants such permission?

- A. Change Management
- B. Configuration Management
- C. Incident Management
- D. Service Level Management

**QUESTION 6**

Which concept is part of Change Management?

- A. Post Implementation Review
- B. Emergency Release
- C. Service Request

D. Work-around

**QUESTION 7**

A new-networked computer is installed to replace an existing PC. The old PC is installed as a print server for the local area network.

Which process is responsible for registering this modification in the Configuration Management Database (CMDB)?

- A. Change Management
- B. Configuration Management
- C. Problem Management
- D. Release Management

**QUESTION 8**

Because of its increased dependency on information systems, a national realty firm decides that there must be assurances for the provision of IT services following an interruption to the service.

Which process should be implemented to provide this assurance?

- A. Availability Management
- B. IT Service Continuity Management
- C. Service Level Management
- D. Service Management

**QUESTION 9**

Data provided for the financial administration of XYZ must only be accessible to authorized users. Security Management takes steps to ensure this.

By taking these steps, which aspect of data can be ensured?

- A. Availability
- B. Integrity
- C. Stability
- D. Confidentiality

**QUESTION 10**

A computer operator notices the full storage capacity of her/his disk will soon be used.

To which ITIL process must this situation be reported?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Incident Management

**QUESTION 11**

Which activity is a Release Management responsibility?

- A. To check whether there is any illegal software on computers within the organization
- B. To store the original versions of all authorized software within the organization
- C. To register where each software version is available

**QUESTION 12**

For which purpose does Service Level Management use data from the Service Desk's Incident registration?

- A. To draw up Service Level Agreements (SLAs)
- B. To report on the number and nature of incidents that occurred during a specific period
- C. To determine the availability of an IT service using the number of resolved incidents
- D. To analyze, together with other data, in order to determine if the agreed service level is being provided

**QUESTION 13**

The Service Desk has handled 2317 calls this month.

What would these calls include?

- A. Modifications to Service Level Agreements (SLAs)
- B. Notices regarding modified Configuration Items (CIs)
- C. Requests to the IT organization for user support

**QUESTION 14**

A steel company is merging with a competitor. The IT departments, along with the IT infrastructures of both companies will be combined.

Which process is responsible for determining the required disk and memory space required for applications running in the combined IT infrastructure?

- A. Application Management
- B. Capacity Management
- C. Computer Operations Management
- D. Release Management

**QUESTION 15**

Which concept is not part of Financial Management for IT Services?

- A. Budgeting
- B. Charging
- C. Procuring
- D. Pricing

**QUESTION 16**

Service Level Requirements are used in the Service Level Management process.

What do these Service Level Requirements represent?

- A. The customer's expectations and needs regarding the service

- B. What the IT organization expects of the customer
- C. The conditions required for the Service Level Agreement (SLA)
- D. A paragraph of the SLA with additional specifications required to execute the SLA

**QUESTION 17**

Which of the following is one of the responsibilities of Availability Management?

- A. To enter into contracts with suppliers
- B. To monitor the availability of a charge through system
- C. To verify the reliability and the service level of the Configuration Items (CIs) purchased from, and maintained by third parties
- D. To plan and manage the reliability and availability of IT Service

**QUESTION 18**

A user complains to the Service Desk that an error continually occurs when using a specific application. This causes the connection with the network: to be broken.

Which ITIL process is responsible for tracing the cause?

- A. Availability Management
- B. Incident Management
- C. Problem Management
- D. Release Management

**QUESTION 19**

A serious incident has occurred. The assigned solution team is unable to resolve this incident within the agreed time. The Incident Manager is called in.

Which form of escalation describes the above sequence of events?

- A. Formal escalation
- B. Functional escalation
- C. Hierarchical escalation
- D. Operational escalation

**QUESTION 20**

Which of the following best describes a Problem?

- A. One or more Known Errors
- B. Known cause of one or more disruptions
- C. The unknown cause of one or more incidents
- D. A Known Error with one or more incidents

**QUESTION 21**

Which concept is part of IT Service Continuity Management?

- A. Application Sizing
- B. Vulnerability
- C. Maintainability
- D. Resilience

**QUESTION 22**

How does IT Service Management contribute to the quality of IT service provision?

- A. By recording agreements between internal and external customers and suppliers in formal documents.
- B. By defining generally accepted norms for service levels
- C. By promoting a customer focus among all the employees of the IT organization
- D. By planning, implementing and managing a coherent set of processes for providing IT Services

**QUESTION 23**

Performance Management and Resource Management are parts of which process?

- A. Availability Management
- B. Capacity Management
- C. IT Service Continuity Management
- D. Service Level Management

**QUESTION 24**

An organization has set up an Incident Management Process. In doing so, several groups were created to resolve specific incidents. These groups include:

- PC Solution Team
- Network Solution Team
- Service Desk
- Specialists' Group to support the other teams

Within an IT organization, support groups are generally categorized by levels. Select the answer that correctly categorizes the support groups mentioned above.

- A. 0-Line                      Service Desk  
   First-Line                Both Solutions team  
   Second-Line              Specialists
- B. First-Line                Service Desk  
   Second-Line              PC Solutions team  
   Third-Line                Network Solutions team  
   Fourth-Line               Specialists
- C. First-Line                Service Desks  
   Second-Line              Both Solutions teams  
   Third-Line                Specialists

**QUESTION 25**

The management of ABC Inc. has insisted that each request for a new workstation Installation be handled with optimum efficiency and effectiveness.

Which IT process is designed to achieve this desired outcome?

- A. Change Management
- B. Customer Liaison
- C. Problem Management
- D. Service Level Management

**QUESTION 26**

Which of the following is a Configuration Item (CI)?

- A. A call
- B. Documentation
- C. An incident
- D. A process

**QUESTION 27**

How does Problem Management support the Service Desk activities?

- A. It resolves serious incidents for the Service Desk.
- B. It studies all incidents resolved by the Service Desk.
- C. It relieves the Service Desk by communicating the resolution directly to the user.
- D. It makes information on a Known Error available to the Service Desk.

**QUESTION 28**

Which of the following is a Configuration Baseline?

- A. The standard configuration for the Configuration Management Database (CMDB)
- B. A description of a standardized Configuration Item (CI)
- C. A set of CIs that is delivered once
- D. A recorded snapshot of a product or service, to provide a basis for a configuration audit and regression

**QUESTION 29**

Which of the following is the role of the Definitive Software Library (DSL) in the Release Management process?

- A. A physical storage area for the original versions of all authorized software in use
- B. A reference manual that includes all software documentation
- C. A registration tool for all software items
- D. A type of Configuration Management Database (CMDB) for software

**QUESTION 30**

Your Network Department has made an agreement with an external organization in order to fulfil an agreement with its internal customer.

Where would the agreement with the external organization be specified?

- A. Operational Level Agreement (OLA)
- B. Service Level Agreement (SLA)
- C. Service Level Requirement (SLR)
- D. Underpinning Contract (UC)

**QUESTION 31**

How does Availability Management work with Security Management?

- A. By making agreements on the availability of the Security Database
- B. By making agreements on the security of the Availability Database

- C. By establishing the security boundaries based on the availability requirements
- D. By implementing the measures specified by Security Management for securing the data

**QUESTION 32**

Which question is being answered when an organization specifies its vision and business Objectives?

- A. How do we get where we want to be?
- B. How do we know we have arrived?
- C. Where do we want to be?
- D. Where are we now?

**QUESTION 33**

Which task is the responsibility of Configuration Management?

- A. Convening the Configuration Advisory Board
- B. Physically managing software items
- C. Installing equipment at the workplace
- D. Recording the relations between Configuration Items (CIs)

**QUESTION 34**

After the requisite search, the common cause of a series of Incidents is found. This result is a Known error

In the sequence of things, what should happen after the Known Error has been declared?

- A. In the Incidents must be resolved as quickly as possible
- B. The error must be resolved using a change
- C. The error must be included in the Configuration Management Database (CMDB)
- D. The problem must be identified

**QUESTION 35**

What is the primary task of Error Control?

- A. To figure out the details for work-arounds
- B. To resolve Known Errors through the Change Management Process
- C. To recognize and register Known Errors
- D. To register and manage Known Errors

**QUESTION 36**

Which ITIL Process is associated with a Post Implementation Review?

- A. Application Management
- B. Incident Management
- C. Problem Management
- D. Release Management



**QUESTION 37**

When processing a Request for Change (RFC), the Change Manager initiates a number of activities.

Which action is required if this involves a complex change?

- A. The Change Manager reports the Change to Problem Management
- B. The Change Manager reports the Change to the Incident Management
- C. The Change Manger presents the Change to the Change Advisory Board
- D. The Change Manager presents the Change to the IT Manager

**QUESTION 38**

What is the difference between Asset Management and Configuration Management?

- A. Asset Management only deals with what you want; Configuration Management deals with everything in your Infrastructure
- B. Asset Management is a superset of Configuration Management, as it includes non-IT assets such as chairs and tables
- C. Asset Management deals with the financial aspects of Configuration Item; Configuration Management only deals with the technical details of the Infrastructure
- D. Configuration management goes much further than Asset Management, because it also specifies the relations between the assets

**QUESTION 39**

Which ITIL process uses Mean Time Between Failures (MTBF)?

- A. Availability Management
- B. Capacity Management
- C. IT Service Continuity Management
- D. Service Level Management

**QUESTION 40**

A company sets up an Intranet for its graphic design workstations. The bandwidth must be Increased because of the high volume of illustrations sent over the network

Which ITIL process is responsible for approving the implementation of increased bandwidth?

- A. Capacity Management
- B. Change Management
- C. Availability Management
- D. Problem Management